



WILTSHIRE MUSIC CENTRE TRUST LIMITED
Registered Charity (No. 1026160)



HEAD OF FINANCE & OPERATIONS

Job Description and Person Specification

Application Deadline: 12pm (noon) Monday 24 June
Interview Date: Monday 1 July (pm)

Overview

Wiltshire Music Centre is offering an exciting opportunity to join its small and vibrant team as Head of Finance & Operations (HF&O). This is a senior management role that is responsible for leading the financial management of the business and overseeing the day-to-day operations of the organisation across the entire spectrum of WMC's activities.

Working closely with the Chief Executive, the HF&O is responsible for managing and administering the company's finances, ensuring that appropriate records are maintained and robust financial monitoring is undertaken. The HF&O ensures the timely production of a varied range of financial reports and accounts, including quarterly management accounts and regulatory reporting. They will actively contribute to the budgeting and forecasting processes, as well as the ongoing development of the financial strategy of the organisation. The HF&O will confidently engage with colleagues across the organisation, will actively contribute to a shared understanding of the financial processes, and ensure budgets are met by providing support for members of the team as required.

The HF&O is also responsible for overseeing the Operations Team and ensuring the smooth and safe running of WMC's building and activities, including concerts and events, hires and lettings, and box office functions. They will lead a team of five key roles consisting of the Operations Manager, Facilities Manager, Technical Manager, Bookkeeper and Box Office Assistant. The HF&O will also ensure that the best possible relationships exist with external stakeholders, including partners, hirers, and service providers.

The HF&O works closely with the Chief Executive and the Honorary Treasurer, and attends the Finance & Resources Committee and Board meetings. This role requires a qualified accountant (or candidates with significant relevant experience) with a firm grasp of technical financial matters as well as some event management experience at the appropriate level of seniority, to help lead WMC through an exciting phase of the organisation's development.



About the role

• KEY RESPONSIBILITIES

Strategy	<ul style="list-style-type: none"> • Working closely with the Chief Executive and WMC Trustees, lead on setting and monitoring annual budgets, and ensure the delivery of financial targets across the team. • Lead the finance function and ensure all financial information and reporting is accurate and timely to inform strategic decisions. • Ensure that all departments work to agreed budgets within set timeframes, monitoring income and expenditure as well as cash flow, project by project and overall.
Financial administration	<ul style="list-style-type: none"> • Ensure accurate management of budgets throughout the year and present budgetary updates as required. • Control and authorise individual items of income and expenditure as necessary. • Ensure all WMC's financial records of transactions are accurately maintained using Sage 50 Accounts, and Excel spreadsheets when needed. • Ensure appropriate cash management processes are in place and monitor bank and cash accounts, and oversee the processing of all invoices, receipts and payments. • Oversee WMC's purchase ledger and ensure that all invoices are properly approved and paid on time. • Oversee WMC's sales ledger including using the venue management system, coordinating with the rest of the team to derive accurate room hire data, and sending financial settlements to visiting companies and third-party hirers. • Maintain accurate event and project accounts, liaising with the Operations Manager, Programme Manager and Creative Learning team as necessary; reconcile Box Office data to financial systems, ensuring the accuracy of ticket sales data. • Monitor credit card expenditure and ensure it conforms to company policy and is subject to rigorous financial control. • Ensure adequate, efficient provision and use of merchant services and card payment solutions. • Monitor debtors and creditors, chasing payments when necessary. • Ensure monthly bank reconciliations are undertaken and investigate any discrepancy. • Ensure a quarterly stock take is carried out and recorded. • Record all fund accounts in the system and closely monitor the use of all designated and restricted funds. • Prepare annual Service Level Agreements (SLAs).

Payroll	<ul style="list-style-type: none"> • Using Sage 50 Payroll system, oversee the monthly payroll for all WMC permanent and casual employees. • Ensure accurate and timely submission of all returns to HM Revenues & Customs for PAYE and National Insurance. • Ensure returns of pension contributions to WMC's pensions provider. • Assist any new member of the team to enrol on to the payroll and pension systems, and answer any related query.
Regulatory & other reporting	<ul style="list-style-type: none"> • Ensure compliance with requirements and regulations relating to company law, charity law, national statistics, data handling and protection and employment. • Prepare data and documents as required for reporting to key funders including Arts Council England and Wiltshire Council. • Administer finances raised through fundraising campaigns, donations, sponsorship and grants, and claim back associated Gift Aid from HMRC. • Prepare and process VAT returns, handling partial exemption when applicable. • Be the first point of contact for any HMRC query.
Event & Venue Management	<ul style="list-style-type: none"> • Oversee the Operations Team, monitor performance against targets and provide advice and practical support as required across the various responsibilities. • Ensure the smooth and safe running of events at WMC including adherence to all applicable licensing, health and safety, fire, safeguarding and other relevant regulations. • Oversee the operations team, monitoring their performance against targets and providing advice and practical support as required. • Oversee the recruitment, training and motivation of casual staff (Concert Managers, Box Office Assistants, Venue Technicians) and volunteers; ensure comprehensive rotas are in place for all events. • Oversee the maintenance and update of Front of House systems and areas (box office, venue management); ensure they are used and developed to maximum effectiveness. • Take overall responsibility for the security of the building; ensure that processes are in place and documented for opening up, locking up; be a key-holder for the building with responsibility for opening / closing the venue at appointed times. • Working closely with the Technical Manager, take an overview of all IT systems to promote integration, efficiency and best practice.
Team management & leadership	<ul style="list-style-type: none"> • Line manage the Operations Managers (job share) and part-time Bookkeeper. • Provide support and financial training for any member of the WMC team as required.

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| | <ul style="list-style-type: none">• Actively contribute to the Senior Leadership Team and attend monthly meetings.• Keep up to date with technical, accounting and legislative developments across the industry and ensure compliance (VAT, PAYE, Pensions).• Provide quarterly reports for presentation to the Board of Trustees. Attend quarterly Board meetings and any committee or workgroup as appropriate.• Ensure that the Chief Executive, and when relevant the Board of Trustees, are kept abreast of all relevant developments across all responsibilities.• Act as main point of contact for all finance queries internally and externally. |
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OTHER RESPONSIBILITIES

All members of the WMC team share the following responsibilities:

Strategic alignment	<ul style="list-style-type: none"> • Ensure that WMC's vision, mission and values inform all aspects of the work planned and delivered • Contribute to the activities of the organisation in whatever way necessary, to promote the interests of the organisation and achieve its business plan and strategic objectives • Act as an advocate and ambassador for the organisation, consistently promoting WMC and its programmes
Standards & care	<ul style="list-style-type: none"> • Ensure that the highest standards, and in particular visitor and customer service standards (audience members, artists, participants, hirers, partners etc.) are consistently achieved • Undertake all activities in compliance with WMC's policies and procedures, in particular Data Protection and Safeguarding • Work in a cost-effective manner, making efficient use of resources and adhering to financial rules and procedures
Team development	<ul style="list-style-type: none"> • Actively contribute to regular team meetings, business reviews and planning processes; take minutes and follow up on actions whenever required; attend trainings and escalate any requirement. • Assist and support colleagues whenever required, promoting the ethos of co-operation in order to further develop a diverse, inclusive and accessible organisation • In keeping with the ethos of WMC, all employees are invited to donate time beyond those contracted. This helps to build rapport and good team spirit with colleagues, audiences and the large team of volunteers on whom the organisation depends.
Venue assistance	<ul style="list-style-type: none"> • Working as part of a small office team, answer phones, greet and assist visitors as required • Lock the building and set the alarm at the end of a day / shift / event as appropriate
Evaluation and continuous improvement	<ul style="list-style-type: none"> • Contribute to the continuous improvement of the charity's work by analysing performance and feedback, making suggestions as appropriate and attending training.
Other	<ul style="list-style-type: none"> • Carry out any other duty as reasonably requested by the Chief Executive & Artistic Director or Trustees to support the team in assisting artists, customers, participants, service users or delivering events at WMC

Person Specification

WMC is looking for an energetic, self-driven and adaptable person, with excellent communication skills and the ability to make a strong contribution in a rapidly changing environment.

The role requires the following skills, qualities and experience in particular:

SKILLS		
(not in priority order)	Essential	Desirable
General	<ul style="list-style-type: none"> ✓ Excellent all-round administrative and computer skills including Microsoft Office (Outlook, Word, Excel, PowerPoint, Access) ✓ Thoroughness and strong organisational skills ✓ Excellent communication and interpersonal skills in person, on the phone and by email, and ability to relate to a wide range of people ✓ Initiative, flexibility and self-motivation – ability to work without supervision as well as part of a team ✓ Excellent time management; ability to manage multiple priorities, work under pressure and meet tight deadlines 	<ul style="list-style-type: none"> • Some experience of working with young people, community groups and a varied range of stakeholders
Specific to the role	<ul style="list-style-type: none"> ✓ Degree or professional qualification ✓ Strong financial and accounting experience ✓ Relevant experience within a Finance Department covering all relevant functions (bookkeeping, invoicing, payroll) ✓ Knowledge of charity SORP and statutory accounts preparation ✓ Experience of Sage 50 Accounts and Sage Payroll ✓ Experience of financial management and reporting ✓ Technical knowledge of tax matters (VAT and PAYE) ✓ Experience of managing staff and teams ✓ Experience of venue management, such as acting as Concert / Duty Manager ✓ Excellent event and project management skills, with experience of coordinating operations across a wide range of areas 	<ul style="list-style-type: none"> • Fully qualified accountant • Experience of leading financial planning and monitoring • Ability to create complex spreadsheets for reporting purposes • Experience of working in a public venue or arts organisation • Experience of working with Spektrix or other box office systems

PERSONAL QUALITIES		
(not in priority order)	Essential	Desirable
General	<ul style="list-style-type: none"> ✓ Strong commitment to WMC's work and values ✓ People-orientated, good-humoured personality with insight and understanding, tact and diplomacy, patience and energy ✓ Collaborative and supportive approach to team working ✓ Acute attention to detail and quality of the work delivered ✓ Natural willingness to ensure the job gets done, delivery-driven can-do attitude ✓ Resilience to changing conditions or unexpected obstacles ✓ Open to feedback and new ways of doing things 	<ul style="list-style-type: none"> • Understanding of music as a means of delivering educational benefit in many ways • A passion for, enthusiastic and infectious commitment to, the arts and arts education
Specific to the role	<ul style="list-style-type: none"> ✓ Commitment to achieving high standards and delivery focused ✓ Confidence and ability to challenge and influence 	<ul style="list-style-type: none"> • Natural ability to coordinate and inspire a team around financial objectives and processes

OTHER		
(not in priority order)	Essential	Desirable
General	<ul style="list-style-type: none"> ✓ Right to work and live in the UK ✓ Availability and willingness to work flexible hours on occasion 	<ul style="list-style-type: none"> • Full driving licence and ready access to use of a car when required
Specific to the role	<ul style="list-style-type: none"> ✓ As a member of the WMC senior leadership team, availability to represent the organisation when required 	

Terms and Conditions

Responsible to	Chief Executive
Responsible for	Operations Managers (job share 1.1 FTE) Bookkeeper (part-time 0.6 FTE)
Contract	Permanent role, part time (0.6 FTE) Employee of The Wiltshire Music Centre Trust Limited 6-month probationary period
Hours	Up to full time 37.5 hours a week normally to be worked Monday-Friday between the hours of 9 am and 6pm with 1-hour unpaid lunch break. May involve occasional evening and weekend work. WMC operates a Time Off In Lieu (TOIL) system for any overtime.
Holidays	32 days per year (pro-rata) including the standard bank holidays for England and 2 days at Christmas.
Location	Wiltshire Music Centre, Bradford on Avon BA15 1DZ Will be required to work at other locations across Wiltshire, B&NES and to travel to those locations, occasionally further afield.
Salary	£40-43k p.a. depending on experience
Pension	WMC will auto-enrol eligible staff into a pension scheme (The People's Pension) with required employer contributions
Staff benefits	Complimentary tickets for WMC core programme performances (subject to availability and staff tickets policy)
Starting	N/a

Equal opportunities and safeguarding commitment

WMC is an equal opportunities employer and welcomes applications from people from the widest possible diversity of backgrounds, cultures and experiences. WMC is committed to safeguarding and promoting the welfare of children, young people and vulnerable people and expects all staff and volunteers to share this commitment.