

ThinkForward

Head of Finance & Operations

Job information pack



About ThinkForward

Why we exist

ThinkForward exists to empower young people to create better and brighter futures. We want them to be able to identify, realise and shape their aspirations and be ready to make a successful transition into work. Young people experiencing barriers such as challenging relationships, living in low-income households, or growing up in areas with a lack of access to opportunities can be confronted with hurdles. Without the right support these can lead to high risks of unemployment and long-term effects on their career and life chances.

There are more than 800,000 16-24-year-olds in the UK who aren't at school or college, or don't have a job or training place. Our ambition is to prevent young people becoming one of these statistics. In 2021 we will be supporting more than 1000 young people.

What we do

FutureMe is a breakthrough coaching programme that ensures young people who are disengaged from or underperforming at school receive support to transition into sustained employment. Young people are identified for the programme aged 13 based on risk factors known to increase their chances of future unemployment. They are offered one-to-one support from a progression coach who builds a trusted and long-term relationship over five years, helping them to overcome challenges in and out of school and linking them to ready for work activities provided by a community of businesses. By the end of the programme young people develop the aspirations, skills and mindsets needed to thrive and sustain employment.

ThinkForward Values

Integrity	I will do what I say
Determined	I will believe in peoples potential
Innovative	I will search for creative sollutions
Trusted	I will trust my colleagues
Collaboration	I will collaborate with others

ThinkForward

Our Vision

That every young person is empowered to gain the confidence, independence and skills they need for a better and brighter future.

Our Mission

ThinkForward delivers unique, personalised coaching programmes for young people at a key stage in their lives, enabling them to overcome the challenges they face and make a successful transition into work. Every young person takes part in workplace activities to develop their life goals and readiness for work. We raise the voices of our young people and support employers to provide fair access to opportunities.



ThinkForward - Equalities Manifesto

ThinkForward aims to be a place where all can thrive. We will lead from the front by placing equity, diversity and inclusion at the heart of all we do as an employer, in our work with young people and within our sphere of influence. We value creativity, productivity, good decision-making and reputation, and we know that good equity, diversity and inclusion practices will build these.

We are working to create a world where our young people are more likely to thrive, and the absence of uniformity is considered a strength. We want learning and challenging the status quo to be considered progressive and where people's ethnicity, gender, age, sexual orientation, religious beliefs, disabilities, learning abilities or socio-economic origins are not the defining characteristics of their potential for success.



ThinkForward

About our programmes

The **FutureMe** programme provides five years of personalised coaching and employability activities to get young people ready for the world of work. Coaches build trusted relationships, empowering young people to take control, find solutions to challenges, develop skills and create a positive vision for their future.

Specialised ready for work activities support young people to get familiar with the workplace, become inspired and identify a pathway to their chosen career. We run this programme in 15 schools in north and east London, Nottingham and Kent.



ThinkForward

About our programmes

The **DFN-MoveForward** programme is supported by the DFN Foundation. It operates in schools and colleges in London, Kent and the West Midlands with young people who have mild to moderate learning disabilities with the aim of supporting them into sustainable paid employment.

Coaches provide long-term support to prepare young people for sustainable paid employment. Young people take part in insight visits, work placements and business mentoring to build their experience and develop skills and capabilities. We also work closely with parents to engage them in the opportunities and benefits of the programme.



ThinkForward

Head of Finance & Operations

Key Relationships (Internal):	ThinkForward Executive team, ThinkForward Operations team, Business Development team
Key Relationships (External):	Suppliers, Funders, Schools, Auditors
Reporting to:	Chief Operating Officer, Finance & Audit Committee
Responsible for:	Finance & Administration Assistant, Management Accountant
Contract:	Permanent, 30 hours, 4 days per week
Starting salary:	£45,000 - £50,000 Pro Rata (dependent on experience)
Start date:	As soon as available
Location:	Central Office, Angel, London (amenable to other locations with blended remote working, the team works flexibly/in a hybrid approach)

Overview and purpose of the role

The Head of Finance & Operations is a new role which will be central to further embedding a culture of excellence across the Operations function. They will play a leading role in ensuring financial sustainability, compliance, and accurate reporting as well as day to day oversight of risk management protocols. Alongside this, the role leads the provision of effective and efficient operations services to the organisation.

The role includes:

- Responsibility for budgeting, financial planning and forecasting as well as ensuring ThinkForward is compliant with relevant laws and regulations
- Developing technical financial operating models to underpin new funding bids and strategic growth
- Improving and supporting the development of financial capability across the organization
- Oversight of the management of operational risk across the organization
- Ensuring staff have the resources they need to fulfil their roles, including responsibility for Facilities and IT management



Job Description – Finance and Risk

- Contribute to the achievement of TF's strategic objectives through collaborating with the COO to develop our financial strategy and planning for growth.
- Identify areas for improvement in financial systems and processes, and work with the wider team to deliver and maintain those processes across the organisation, ensuring they consistently meet best practice
- Lead on the continuous development of (and reporting against) a suite of financial KPI's for ThinkForward.
- Financial modelling of key projects and our target financial operating model to support organisation-wide planning including developing technical infrastructure to support scenario planning
- Ensure accuracy of income projections through joint working with the Director of Fundraising to risk rate renewals and scenario plan around variables
- Support other teams as required, including preparation and cost analysis of funding bids and tenders.
- Prepare annual and project budgets and forecasts, and monitor performance against these
- Oversee the work of the Management Accountant and Finance & Administration Assistant and ensure timely and regular management accounts are produced

Job Description – Finance and Risk

- Cash management and cash-flow forecasting, commitments, and free reserves monitoring
- Analysing financial data and presenting financial reports in an accurate and timely manner; clearly communicating to all stakeholders
- Prepare reporting to monitor performance to target for our social outcomes contract supported by social investment
- Oversee the preparation of the draft statutory accounts and supporting schedules in advance of the audit and manage the audit process.
- Advise on payroll and pensions related compliance.
- Maintain and manage the organisations risk register, risk management policy and supporting systems.
- Attend and actively input to the Finance, Risk & Audit Committee
- Additional reasonable tasks as might be requested by your line manager.

Job Description – IT & Office Management

- Ensure fit for purpose infrastructure which represents value for money
- Ensure staff have effective and efficient IT support and equipment through management of our outsourced IT provider
- Manage supplier contract relationships and ensure that all contractors and suppliers are appointed in compliance with our policies, procedures and in line with ThinkForward values
- Manage the relationship with our landlord and ensure our office spaces meet the needs of staff
- Ownership of organisational health and safety policy and practice
- Oversee the organization and execution of office operations and procedures
- Supporting the Finance & Office Administrator to co-ordinate maintenance needs, supplies, equipment, bills and errands as necessary

This is a description of the role as it is presently constituted. It is the practice of ThinkForward to examine job descriptions from time to time and to update as necessary to ensure they relate to the role being performed, or to incorporate whatever changes are being proposed in line with our requirements. Any changes would be made following discussion with you.

Person specification:

- Technically astute finance professional with excellent financial & risk management skills and experience of managing operational and finance functions. Professionally qualified or qualified by experience in a managerial finance role.
- Experience of working in a management role, preferably within the social or voluntary sectors.
- Advanced excel skills with confidence in developing and adapting financial models and scenario modelling
- Strong influencing and relationship building skills – experience of working with a wide range of people. Excellent interpersonal skills: demonstrating diplomacy, discretion, and tact.
- A strong communicator with the ability to adapt approach to different audiences and technical skill levels, a confident and effective presenter.
- High levels of self-motivation, initiative and demonstrably results focussed.
- Resilient, adaptive, and comfortable with change. Experience of change management desirable.
- Excellent organisational and project management skills, with the ability to work on a wide range of competing demands and deliver to deadlines.
- High levels of cultural competency, an understanding and commitment to equal opportunities, anti-racist and anti-discriminatory practices

Important information

Additional Staff Benefits

- 4.5% employer pension contributions
- 25 days annual leave (in addition to bank holidays) with additional office closure days at Christmas
- Two paid volunteer days per year
- Training and development opportunities
- Employee Assistance Programme
- Employee discounts and rewards scheme
- Enhanced sickness and parental leave
- Flexible working opportunities
- ThinkForward is committed to the professional development of its staff

The closing date is 31st October 2021. Interviews are planned for the 4th November 2021 and will be digital.

To apply please submit your CV and a cover letter to jobs@thinkforward.org.uk . Your cover letter should outline your suitability for the role as described in the person specification, please give examples of how you meet the person specification. Cover letters should be limited to 3 pages of A4, as should accompanying cvs.

Unfortunately, due to the high volume of applications we receive, we will only be able to contact successful applicants.

Important information

ThinkForward is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults and expects all staff and post holders to share this commitment.

ThinkForward is committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender identity, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

As a registered Disability Confident employer, ThinkForward has an accessible recruitment process. We offer interviews to all applicants who meet the job requirements and who declare themselves as having a disability. If you need support, such as materials in larger print, dyslexic-friendly fonts or adjustments for yourself or your PA for the interview, please contact jobs@thinkforward.org.uk and we will ensure you have what you require to successfully complete this process.



ThinkForward

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ThinkForward is a
charity registered with
the Charity Commission.
Registration number
1152862.