

POSITION:	Head of Finance and Operations
SALARY:	£48,000 - £52,000 pro rata
DURATION:	1 year fixed-term contract (extension subject to funding)
HOURS:	3 days / 21 hours per week
REPORTING TO:	CEO
BASED AT:	Hybrid working with minimum of 1 day based in the office (3Space International House, 6 Canterbury Crescent, Brixton, SW9 7QD)

About Hope for the Young

Hope for the Young removes the obstacles to young refugees and sanctuary-seekers' education and wellbeing through mentoring, advocacy, and financial support.

The Mentoring Programme supports young refugees and sanctuary-seekers aged 16-25 by matching them with trained volunteer mentors who provide weekly one-to-one support tailored to the young people's needs. Mentors help with teaching English, enrolment advice, study skills, confidence and trust building, and provide emotional and practical support that helps young people access new services, adapt and settle into their communities.

The Grants and Advocacy Programme supports young people who, due to their immigration status, have no access to student finance or other financial support to enable them to go to college or university. We provide small grants to pay for tuition fees, living allowances and travel expenses, alongside tailored advocacy support to enable young refugees and sanctuary-seekers to access education in the UK.

About this role

Hope for the Young is looking for an experienced and proactive Head of Finance and Operations to lead the smooth running of our finance, systems, HR and office functions. This is a hands-on role at the heart of a small, ambitious charity, giving you the opportunity to shape how we operate as we grow our support for young refugees and sanctuary-seekers across London.

You will oversee financial management and reporting, ensuring accurate records, robust controls and clear budgeting and forecasting to support the charity's long-term sustainability. You will also lead on our Salesforce system and wider data practices, manage day-to-day office and operational matters, and take responsibility for HR across the organisation. You will also line-manage our Finance and Administration Officer.

This is a varied and rewarding role for someone who enjoys working across multiple areas of responsibility and thrives in a small team environment. Working closely with the CEO and Head of Programmes, you will play a central role in ensuring Hope for the Young has the systems, processes and people in place to deliver our mission effectively, efficiently and sustainably, helping us support more young people seeking safety to build safe, hopeful futures.

We offer a flexible and hybrid working environment, however you will be expected to come to our office in Brixton for a minimum of 1 day per week (on a Wednesday, which is our office team day).

Key responsibilities

Financial Management & Reporting

- Lead and oversee the charity's financial management, ensuring robust controls, effective processes and compliance with financial policies and procedures.
- Lead budgeting, forecasting, cash flow management and financial planning in collaboration with the CEO and Head of Programmes to support organisational sustainability.
- Oversee the delivery of day-to-day finance operations, including bookkeeping, payroll, accounts payable and receivable, and financial record-keeping, delivered by the Finance and Administration Officer, providing guidance, training, and support as necessary.
- Monitor income, expenditure, reserves and restricted and unrestricted funds, ensuring accurate financial reporting and effective resource management.
- Prepare and present monthly management accounts, financial reports and analysis to support decision-making by the CEO and Board.
- Maintain and strengthen financial controls, delegated authority arrangements and audit processes to ensure strong financial governance.

Leadership, Governance and Organisational Management

- Lead organisational operational planning and risk management, ensuring systems, processes and resources align with and support delivery of the strategic plan
- Sit as a member of the Senior Leadership Team (SLT), contributing to organisational strategy, cross-team planning and key decision-making alongside the CEO and Head of Programmes.
- Maintain the organisational risk register, working with the CEO and Board to identify and mitigate strategic and operational risks.
- Own the organisation's policy framework, maintaining the policy register and ensuring the timely revision, review and compliance of all policies.

IT and Office Management

- Lead the development, administration and optimisation of Salesforce, other fundraising platforms and related system integrations to support fundraising, donor engagement and programme delivery, liaising closely with the Salesforce consultant to implement system enhancements and resolve issues.
- Drive the continuous improvement of Salesforce systems, processes and data management practices, ensuring high standards of data quality, security and operational efficiency.
- Oversee the IT infrastructure, managing the procurement and ongoing maintenance of IT hardware, systems and software with support from the external IT provider.
- Provide training, guidance and user support on Salesforce, Sharepoint, and all related platforms to maximise staff capability and system adoption.
- Ensure a fully functioning office base which enables Hope for the Young to deliver its operational activities in the most efficient and effective manner.

Human Resource Management

- Lead and oversee HR operations, including the recruitment, onboarding and retention of staff and volunteers
- Oversee employee lifecycle processes, including inductions, appraisals, performance reviews and professional development planning
- Ensure compliance with employment legislation and organisational policies through effective management and administration of contracts, HR records, employee benefits and people processes

- Lead on team wellbeing, fostering a supportive, inclusive, and resilient working culture across the team

The job description as described will be reviewed on a regular basis to respond to any changing needs of the post.

Person specification

Skills and Experience	Essential / Desirable
Significant experience in a finance and operations management role, ideally within a charity or non-profit setting	E
A relevant finance or accounting qualification, or equivalent professional experience	E
Experience preparing or supporting management accounts, budgets, forecasts and financial reports	E
Experience administering a CRM/database (e.g. Salesforce), with the confidence to improve systems, manage data quality and ensure consistency across teams	E
Experience of line management, including staff development, appraisals and fostering team wellbeing	D
Confident working autonomously, highly organised with the ability to manage multiple competing priorities, meet deadlines and adapt to a changing and fast-paced working environment	E
Experience developing organisational policies and procedures	E
Genuine commitment to Hope for the Young's mission, with a collaborative and adaptable working style	E
Collaborative and curious; listens to other viewpoints to find solutions.	E
Meticulous attention to detail, with a commitment to accuracy and high standards across all areas of work	E
A continuous improvement mindset, proactively seeking out ways to strengthen processes and systems	E

Benefits

- 25 days' annual leave (pro rata), excluding bank holidays, plus additional time off over the Christmas period
- Flexible/hybrid working arrangements
- Access to an Employee Assistance Programme (EAP) – a confidential counselling/support helpline
- Regular development opportunities to support professional development
- Quarterly wellbeing afternoons – group outings or activities to relax and unwind

Further Information

- You must have the right to work in the UK to apply for this job.
- You must adhere to Hope for the Young's Equal Opportunities Policy at all times.
- Your employment at Hope for the Young is subject to two satisfactory references and an Enhanced DBS check.

- There is a 3-month probation period for this role.

To Apply

We **welcome and encourage applications from people of all backgrounds, particularly those with lived experience of forced migration**. If you think you have the skills and experience to be our new Head of Finance and Operations, we would love to hear from you.

We understand that AI can be a helpful tool when writing job applications. However, **our advice is to not over-rely on AI and ensure your application is a true reflection of you and your voice**. We can often tell when AI has been over-relied on and, in many cases, this is not giving applicants the best chance of success.

Here are all the details to apply:

- Please send your CV and supporting letter outlining how you meet the person specification and explaining why you would like to work for Hope for the Young.
- The deadline to apply is **9am Thursday 3rd September**
- The first round of interviews will be held on the 10th and 11th September. If successful, you will be invited to a second interview the following week.