

HEAD OF FINANCE & OPERATIONS

Background

Streetwise Opera is an arts organisation working with the homeless sector to inspire change and empower people to realise their own creative potential. We aim to transform lives by supporting people to make meaningful connections through the arts, rebuild social networks, improve wellbeing and develop new skills.

We engage world-class artists to collaborate with diverse individuals affected by homelessness to create powerful works of art, and to positively impact how society views homelessness. And we use the arts to explore and innovate how homeless services can be best designed for individuals.

Access to the arts is increasingly valued by frontline homelessness organisations and our ground-breaking work is highly acclaimed in helping people rebuild their lives. After delivering over 300 online sessions during the pandemic, we are back to in-person singing and creative workshops in London, Manchester and Nottingham, with the aim of inspiring and empowering people who are recovering from homelessness.

In 2021 we are launching our new strategic plan 'Creating Together', which brings new artistic vision and energy, with co-creation underpinning our work to ensure participants have a strong and meaningful voice. We offer creative activities in safe and supportive environments – where people can leave their troubles at the door, are not asked to talk about their personal circumstances and are asked 'what's strong with you', not 'what's wrong with you'. Where people can find themselves again, by being creative.

The Head of Finance & Operations is responsible for the day-to-day operations of the organisation, ensuring best practice,

good governance and legal compliance across all aspects of Streetwise Opera's work.

As part of the Senior Management team, they will support the CEO in ensuring the financial stability and long-term future of the charity. With the CEO, they will ensure that the charity conforms to all financial, legal, statutory and contractual requirements, and contribute to the overall strategic vision of the organisation.

Key responsibilities

Finance

- To be responsible for the day to day financial management of the charity, including book-keeping, monthly payroll, payment runs and managing the bank accounts.
- Prepare quarterly management accounts, cashflows and finance reports for Board meetings.
- Produce the annual budget in consultation with the CEO and budget holders.
- Maintain an overview of the programme budget.
- Manage the core costs budget.
- Work with the Treasurer and auditors to prepare and finalise annual accounts, TTR claims and corporation tax returns.
- Prepare financial information to assist with funding applications and reporting to stakeholders.
- Provide financial information and advice as necessary to the CEO and Board of Trustees.
- Ensure that financial systems, policies and procedures across the organisation are rigorous and fit for purpose.

General Management, Policy and Administration

- To oversee the management of the IT, telephone and internet equipment/systems.

- To manage the relationship with all providers and suppliers, including the landlord and external IT management company.
- Ensure that Streetwise Opera has appropriate policies and procedures to promote best practice in all aspects of its operations.
- Take responsibility for all risk assessments within the organisation, including the annual Organisational Risk Assessment.
- Oversee all contracts with staff, freelancers and partner organisations.
- Take responsibility for the organisation's office and equipment.
- Be responsible for the organisation's insurance, ensuring it is reviewed, adequate and updated annually.

Governance

- Attend and minute all Board meetings, and attend Board away days and subcommittee meetings as required.
- Act as Company Secretary, taking responsibility for statutory reporting to the Charity Commission and Companies House.
- Report to the Board regarding matters of policy, planning and budgeting.
- Manage the practical arrangements for Board meetings and other governance activities.

Human Resources

- With the CEO, lead on HR matters, including being the point of contact for personnel issues.
- Manage staff recruitment, induction, development and training.
- Ensure that HR policies and procedures follow best practice and are communicated and followed across the organisation.

- With the CEO, maintain and review the Staff Handbook and organisational policies.
- Ensure line managers understand their responsibilities and have sufficient support and training.
- To manage the HR systems and resources (Timetastic/ Health Assured).
- Line manage the Arts Administrator, taking responsibility for their development and training.

Strategy and Artistic Activity

- Develop and manage, with the CEO, sound planning procedures for all organisational activity.
- Input into 4-year planning, long- term scoping and planning.
- Oversee negotiation and contracting of all major production/project personnel, and provide general support to productions/ projects as needed.
- Organise income from commissions through the Performing Rights Society for any new works.

General duties

- Ensure the team are up to date with changes to systems, processes and policies.
- Attend training and conferences relevant to the position, or other events that may be relevant for the learning of the whole team.
- Attend Streetwise Opera workshops and events as required.
- Support the CEO in raising the profile of Streetwise Opera across the arts, homelessness and government sectors.
- Help build and maintain relationships with partner organisations and networks in the homeless and arts sectors.

General requirements for all Streetwise Opera staff

- Uphold and promote the organisation's core values.
- Contribute to the organisation's policy of including performers in decision-making processes.
- Contribute to the organisation's strategic priority of diversity and to ensure that this informs all activities.
- Contribute to the development of a professional working and learning environment within the organisation.
- Ensure adherence to the organisation's policies and procedures.
- Work in a flexible manner in line with the organisation's objectives and be willing to undertake other duties as reasonably requested.
- Deputise for senior colleagues as appropriate.

Person specification

Essential

- Strong financial experience including bookkeeping, producing management accounts, producing cashflows and creating/ managing budgets.
- Experience of using QuickBooks or other similar financial software.
- Experience of working with a Board of Directors/ Trustees and reporting at Board-level.
- Excellent organisational and time management skills.
- Outstanding written and spoken communication skills.
- Knowledge of the statutory requirements of running a charity.
- Knowledge of good HR practice.
- Experience of taking minutes.
- Tact, diplomacy and discretion.
- Empathy with homeless and socially excluded people.
- Interest in the arts.

Desirable

- Experience of chairing internal meetings.
- Experience of setting up office systems.
- Experience of policy writing.
- Experience of working in a senior position in an arts or homelessness organisation.
- Experience of line management.

Additional details

About this role

- Job Title: Head of Finance & Operations.
- Location: Shoreditch, E1 / remote working.
- Reporting to: CEO.
- Responsible for: Arts Administrator.
- Hours: Full time, 5 days per week (35-hours).
- Salary: £35,000.

Recruitment process

Download the application form from <https://www.streetwiseopera.org/vacancy/head-finance-operations>.

Return a completed application form to info@streetwiseopera.org by 10pm on Wednesday 22 September 2021.

First stage interviews will be held on Monday 27 September, and second stage interviews will be on Thursday 30 September.

We seek applications from all ages and backgrounds, particularly those who are underrepresented in the arts and homelessness sectors. To find out more, read our [Diversity and Equal Opportunities Policy](#).

We especially welcome applications from people who have been affected by homelessness. Those who can demonstrate that they meet the essential criteria in the person specification will be guaranteed a first round interview. Please ensure that you communicate this clearly in your application.