



## Finance & Operations Manager

### About Spitalfields Music

Founded in 1976, Spitalfields Music has been putting music at the heart of East London for over 40 years. We bring artists, audiences and communities together so everyone can find, explore and share extraordinary music in one of the most vibrant areas of London. Always driven by the energy of our community, our work is founded on three pillars:

- **Perform:** We produce high-quality music performances, bringing internationally acclaimed artists to East London and finding pathways between the best early music and best contemporary music.
- **Create:** We lead the music sector in artist development, pioneering programmes like our Trainee Music Leaders and Open Call commissions.
- **Learn:** Our award-winning Learning & Participation programme reaches thousands of people each year in schools, care homes and other community settings.

Our 2017–2018 Festivals were curated by André de Ridder, internationally renowned conductor and one of the most influential cross-genre musicians and curators in today's music scene. In 2017–18, we received five star reviews in the national press and a prestigious RPS Award in the Chamber Music and Song category with an immersive reinterpretation of Schumann's *Dichterliebe*.

We have a track-record as an 'innovation unit' for the classical music sector; commissioning new works and supporting new work-in-progress development, programming non-arts spaces, pioneering immersive opera for very young ears, bringing together world-class artists with our local communities, and developing the next generation of creative music-leaders.

Celebrating classical music in its widest sense, our work will continue to share outstanding early music interpretations and ground-breaking contemporary work, working in partnership with dynamic Artistic Curators and responding to our local area in Tower Hamlets.

### The Role

We are seeking a Finance and Operations Manager to run the charity's day-to-day finances and operations. Working closely with the Chief Executive, the role will deliver finance and legal operations, including all aspects of accounts payable and receivable, payroll and monitoring annual budget and cashflow. The Manager will support HR, recruitment and team co-ordination, oversee the management of the Spitalfields Music office and IT systems, and actively support Marketing and Programming in Box Office and event delivery. The role will support the governance of the charity, including board meetings.

We are looking for a proactive manager with strong financial competence and experience working in a finance and operational function. The successful candidate will have a clear understanding of systems of internal control and organisational governance, excellent communication skills, a proven ability to work well within a team and an enthusiasm for working in a creative organisation.

### To Apply

Please complete the application form and send along with a cover letter and completed Equal Opportunities Monitoring form to [recruitment@spitalfieldsmusic.org.uk](mailto:recruitment@spitalfieldsmusic.org.uk) by **10am, Monday 19 August**. Please ensure your cover letter outlines your previous experience and suitability for the role according to the Job Description and Person Specification. Interviews will be held on 28, 29 August & 11 September. Please make your availability on those days known to us in your cover letter.

Term: Permanent, full time  
Salary: c.£28,000  
Hours: 8 hours/day including one hour lunch break, occasional evenings and weekends throughout the year and more during periods of performance activity. Normal office hours are 10am to 6pm.  
Holiday: 25 days annual leave in addition to statutory bank holidays  
Trial: This appointment is subject to a three-month trial period.  
Pension: A contributory pension scheme of 5% is offered to all staff following trial period.

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| <b>Job Title</b>        | <b>Finance &amp; Operations Manager</b><br><b>July 2019</b>  |
| PRIMARY ROLES           | To work with the Chief Executive to run the charity's day-to-day finances and operations.  |
| LINE MANAGER            | CEO  |
| MANAGES                 | n/a  |
| RELATIONSHIPS WITH      | All team members, board of Trustees, external contractors  |
| <b>Role Description</b> |  |
| 1. Finance & Legal      | <ul style="list-style-type: none"> <li>Using Sage50 accounting software, oversee all aspects of accounts payable and receivable, including bank reconciliations, credit card and petty cash systems; and prepare and submit quarterly partial-exemption VAT returns.</li> <li>Work with the payroll company to complete payroll and returns for the auto-enrolment pension scheme.</li> <li>Support the Chief Executive to co-ordinate the annual budgeting process and risk assessments.</li> <li>Monitor progress against the budget, ensuring effective accountability and reporting across income and expenditure, producing financial management accounts, cashflow forecasts and other information as required.</li> <li>Monitor, evaluate and report on the charity's investment portfolio.</li> <li>Support the annual audit process, including the preparation of the annual reports and accounts.</li> <li>Support the Chief Executive to ensure regulatory and legal compliance with HMRC, Companies House, Charities Commission and other relevant bodies.</li> <li>Maintain good working relationships with auditors, banks, investment managers, insurers and other external suppliers.</li> <li>Assist the Chief Executive in the formulation and use of the charity's risk framework.</li> </ul> |
| 2. Human resources      | <ul style="list-style-type: none"> <li>Assist the Chief Executive with the charity's Human Resources policy and procedure (for staff, trustees and trainees), including recruitment, contracting, induction, performance review, training and salary review.</li> <li>Support the Chief Executive to ensure that principles of equality are embedded within all of the charity's HR activity, in line with the charity's policy.</li> <li>Undertake volunteer management tasks in conjunction with the Programming team.</li> </ul>  |

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| <p>3. Office Management &amp; IT</p>                                      | <ul style="list-style-type: none"> <li>• Oversee the management of the Spitalfields Music office, maintaining and developing office management systems including stationery, archiving, IT, in-house print and telephones. Help foster a welcoming office environment by ensuring the team has access to supplies and services needed to undertake the organisation's work.</li> <li>• Oversee the management of the charity's IT to protect the charity's data while supporting effective and flexible working for the team, including in-office support for minor IT issues.</li> <li>• Monitor information systems infrastructure and identify investment needs, including managing office space and storage requirements.</li> <li>• Manage team travel and ticket bookings and purchases as requested.</li> <li>• Organise &amp; coordinate team meetings, evaluation sessions and away days, book spaces and take minutes for meetings as requested.</li> <li>• Be the first point of contact for all external enquiries, dealing with all general incoming phone, post and email correspondence.</li> </ul> |
| <p>4. Box Office</p>  | <ul style="list-style-type: none"> <li>• During Festival periods, support Marketing and Programming teams as required to prepare the ticket sales system for public facing events.</li> <li>• Be a point of contact for telephone customers booking tickets over the phone or in person.</li> </ul>  |
| <p>5. Governance</p>  | <ul style="list-style-type: none"> <li>• Work with the Chief Executive to schedule Board and Finance &amp; Legal Committee meetings, prepare and distribute papers, and take minutes at meetings as required.</li> <li>• Under instruction from the Chief Executive, manage the charity's cycle of policy review, and oversee the delivery of specific policies and associated action plans.</li> </ul>  |
| <p>6. To contribute to the general administration of the organisation</p> | <ul style="list-style-type: none"> <li>• Undertake Front of House, Back of House, Project Management roles on events as allocated in order to ensure the smooth delivery of artistic events.</li> <li>• Adhere to Spitalfields Music's policies and contribute actively to the Staff and Council team ethos.</li> <li>• Deal with administrative matters outside of immediate area to support colleagues as required.</li> <li>• Undertake any other duties that may be reasonably expected of you.</li> <li>• Treat all material with confidentiality.</li> </ul>   |

## Person Specification

### Essential:

- Experience of working in a not-for-profit organisation in a finance and operational function
- Excellent communication skills, verbal and written, and at all levels a premium on accuracy and attention to detail
- A proactive, hands on approach to work, self-motivated and able to work effectively as part of a team or on own initiative
- Financial competence, able to present financial information in a range of contexts, for board, senior staff, funders and stakeholders
- Experience of creating organisational budgets
- Experience of using SAGE (or equivalent) and IT literate (Microsoft Word, Excel etc.)
- Clear understanding of systems of internal control
- Ability to produce written reports and analysis of findings from evaluations
- Understanding of equal opportunities and access issues as they relate to the performing arts
- Enthusiasm for working in a creative arts organisation

### Desirable:

- Proven ability to devise and implement new financial systems and procedures
- Experience of undertaking HR functions
- Experience of supporting trustee boards and committees