



**ARTHRITIS ACTION**

**FINANCE & OPERATIONS COORDINATOR**

**JOB DESCRIPTION**

<b>Reporting to:</b>	<b>Senior Finance &amp; Operations Manager</b>
<b>Head Office:</b>	<b>56 Buckingham Gate, London SW1E 6AE (moving to Old Street in April)</b>
<b>Location:</b>	<b>Hybrid: Two fixed days in London office, three days at home</b>
<b>Hours:</b>	<b>Full-Time (37.5 hours per week)</b>
<b>Salary:</b>	<b>£29,000 - £33,000 per annum</b>
<b>Purpose:</b>	<b>This is a varied role supporting Arthritis Action's finance, operations and administrative processes. You will ensure the smooth running of the Charity's finance and operations to meet its evolving needs and ensure efficiencies.</b>

**Key Responsibilities – the role will include but not be restricted to:**

- Providing support to the Senior Finance & Operations Manager

**Finance**

- Working with the Senior Finance & Operations Manager to support the finance, banking and invoicing processes.
- Preparing and running the BACS payments as required ready for authorisation, adding new suppliers when required.
- Ensuring the daily membership finance operations are completed in a timely manner.
- Setting up and processing all direct debits and reconcile with monthly reports from the Direct Debit supplier.
- Analysing bank statements for legacy income, donations, standing orders and all other credits and update the customer relationship management (CRM) system.
- Regularly banking cash and cheques and reconciling with the CRM. Complete bank reconciliation at month end.
- Processing Credit/Debit Card payments and enter data onto the CRM.
- Running a full report of all donations/Legacies and Grants and save on the CRM.
- Preparing and submitting quarterly Gift Aid claims.
- Legacy administration including corresponding with Solicitors and keeping records as required by the Senior Finance & Operations Manager.

**Operations**

- Supporting the Executive Management Team with the office move to Old Street in April 2025.

- Managing the Charity’s CRM and developing new operational processes when necessary. Informing staff if they are required to enter data differently and implementing training for relevant staff to integrate changes into the organisation’s operational procedures.
- Managing the Charity’s staff intranet alongside the communications team.
- Data Protection Officer - ensuring staff are aware of and follow the Charity’s operational procedures and policies including the latest Data Protection Laws.
- Maintaining inventory of IT equipment and ensuring proper allocation, maintenance, and implementation of efficient processes to support staff needs.
- Providing full oversight of the administrative support for the organisation’s Annual General Meeting & Conference.
- Reporting directly to the Executive Management Team with KPIs and statistics related to Charity’s services, using the CRM.
- Overseeing day-to-day office functions and liaising with office contacts as required.
- Maintaining annual leave and sickness records for staff.
- Supporting the Executive Management Team with HR administration and team away days.

**Other Activities**

- Ensuring Annual Trustee returns and Declarations are completed.
- Other tasks relevant to the level of this post may be asked of you.

**PERSON SPECIFICATION**

**EXPERIENCE & SKILLS**

Experience of maintaining and managing a CRM	Essential
Competent in Microsoft Office and in particular MS Excel	Essential
Excellent verbal and written communications skills	Essential
Efficient organisational and time management skills	Essential
Experience of supporting a Finance role	Desirable
Experience of working in the Charity sector	Desirable

**ATTRIBUTES**

Excellent customer service and interpersonal skills	Essential
Strong attention to detail	Essential
A self-starter, able to work on own initiative where required	Essential
Enthusiastic team-player with a can-do attitude	Essential
Demonstrate core values, behaviours and a strong commitment to Equality, Diversity and Inclusion (EDI)	Essential

## Staff Benefits

As a valued member of our team, you'll get:

- 25 days annual leave, rising to 30 days after five years, plus Bank Holidays & 3 days for our Christmas closure.
- 7.5% employer pension contribution.
- 24 hour, 365-day access to our Employee Assistance Programme.
- Cycle to Work Scheme.
- Annual Eye Tests.
- Two volunteering days per year.
- Season Ticket loan scheme.
- Training and development opportunities.

## How to Apply:

Applications should be in the form of a CV with a covering letter explaining your interest in and suitability for the role. Please provide both email and telephone contact information for yourself. Applications should be sent by email to [despina@arthritisaction.org.uk](mailto:despina@arthritisaction.org.uk). Candidates must be eligible to work in the UK. Please note that only short-listed candidates will be contacted.

Applications should be received by **Thursday 20th February 2025 at 23:59** at the latest.

Interviews will take place in the London office (56 Buckingham Gate) on **Monday 24<sup>th</sup> February 2025**.

Early application is encouraged as we will review applications throughout the advertising period and reserve the right to close the advert ahead of the deadline should we receive a sufficient number of applications.

Arthritis Action is an equal opportunities employer. We treat employees and job applicants in the same way regardless of age, disability, marital status, gender reassignment, race, colour, nationality, ethnic origin, sexual orientation, religion or belief.