

Operations, Admin & Finance Officer Unseen	
Location	Unseen's Head Office, Bristol
Reports to	Head of Operations
Purpose	<p>The Operations & Administration Officer post will be based at Unseen's head office in central Bristol and the primary role will be to perform the day to day general administration of running a charity office.</p> <p>Responsibilities will primarily consist of:</p> <ol style="list-style-type: none"> 1. Monitor, respond and follow up on all incoming communications, channeling to and coordinating response from other colleagues where necessary. 2. Provide operational support for Unseen's various services and activities as is required including some frontline operations. 3. Provide administrative support for fundraising matters as they arise, ensuring that overall cross-team functionality between Operations & Fundraising is maintained. 4. Provide communications support to the Communications and HR teams 5. Support the day to day running of the office and administrative tasks involved in this.
Salary Range	£20,231 per annum (Pay Scale 2, Pay Point 14).
Hours of work	Full-time - 37.5 hours per week or part-time – 20-22 hours per week
Entitlements	<p>Full-time staff receive 33 days holiday inclusive of bank holidays. Parttime staff will receive pro-rata equivalent.</p> <p>Unseen has an opt-out pension scheme.</p>

RESPONSIBILITIES & DUTIES

1. Monitor, respond and follow up on all incoming communications.

- 1.1. Ensuring all web and electronic enquiries to administrative and info email are answered/forwarded appropriately to other teams within 24 hours.
- 1.2. Ensuring all phone calls and enquires are answered and responded to promptly
- 1.3. Ensuring all post is collected, answered and responded to promptly or channeled to the projects across the organisation.
- 1.4. Process all speaker requests in line with process and follow up with staff and external organisations as required
- 1.5. Regularly review email and letter templates to ensure messaging is up to date and appropriate.
- 1.6. Process requests for Modern Slavery & Exploitation Helpline materials and resources

2. Working with the Fundraising Team to conduct the administration of fundraising matters as they arise, ensuring that overall cross-team functionality between Operations & Fundraising is maintained.

- 2.1. Ensuring that all donations are processed in a timely and accurate way and that acknowledgements are sent within a 48-hour window where needed.

- 2.2. Ensuring all donations are properly recorded on the database and that all contact with donors are noted on constituent records.
 - 2.3. Monitor the preferences email account and update constituent database with changes to consent.
 - 2.4. Perform routine database maintenance and updates, ensuring all supporter data is processed in line with GDPR regulations.
 - 2.5. Work with the Fundraising Team to keep Mail Chimp audiences and templates up to date
 - 2.6. Production and sending of donor 'Thank You' letters
 - 2.7. Review and update letter and email templates collaboratively with the fundraising team members.
 - 2.8. Support the Fundraising Team with campaign mail-outs by creating mail-merge templates and helping with printing, packaging and posting materials
- 3. Provide financial administrative support to the Finance Team.**
- 3.1. Reconcile petty cash.
 - 3.2. Scanning of invoices and receipts.
 - 3.3. Banking of donations and income.
 - 3.4. Purchasing items/ training etc for head office staff using office credit card with authorisation from Head of Operations
 - 3.5. Precise record keeping of donation and income received & general office expenditure.
 - 3.6. Manage cash floats for events
- 4. Provide communications support to the Communications and HR Teams**
- 4.1. Triage incoming media requests via telephone and email and report to Head of Communications and SLT
 - 4.2. Support with facilitation of interviews between senior staff and the media
 - 4.3. Collaborate with the Head of Communications and Operations & Admin Coordinator on the production of monthly internal all-staff newsletter
 - 4.4. Conduct media monitoring and post relevant news items and updates to the relevant Slack channel.
 - 4.5. Create social media content for job vacancies to be posted across Unseen and Helpline social channels in line with communications schedule
 - 4.6. Write and send mass-email to jobs and opportunities subscribers
 - 4.7. Update the volunteer management protocol and volunteer resources
- 5. Working with the Head of Operations to ensure back-office functionality and day to day running of the office is achieved.**
- 5.1. Regularly liaising with the Head of Operations to report on completion and progress of all administrative duties to ensure the overall running of the office.
 - 5.2. Supporting the Head of Operations with utilities contracts, security, IT and other office management duties as required.
 - 5.3. Providing support to frontline teams including purchasing training, creating ID badges, and purchasing items for clients on an ad-hoc basis.
 - 5.4. Maintaining and updating the organisation's list of suppliers.
 - 5.5. Liaising with designer and printers to oversee the development, ordering and receipt of materials (leaflets, posters, business cards, stationery).
 - 5.6. Supporting staff with one-off requests for assistance.
 - 5.7. General office maintenance.
 - 5.8. Sorting and channeling of donations and gifts in kind.
 - 5.9. Coordination of office guests and meeting room use.
 - 5.10. Conducting office inductions for new starters.

6. General (all staff)

- 6.1. Promote the vision, aims and objectives of the organisation and ensure that all contacts with external people and organisations fully reflect the professional approach of the organisation
- 6.2. Understand and comply with all relevant legislation and adhere to organisational and operational policies, procedures and administrative procedures
- 6.3. Undertake any other duties as required and requested

PERSON SPECIFICATION

No	Criteria
	Essential Knowledge, Skills and Experience
1	Experience of working in an office administrative and support role capacity
2	Excellent project management skills with experience of working on multiple projects at the same time and the ability to prioritise work load and meet deadlines
3	Excellent interpersonal skills and ability to work collaboratively with colleagues at all levels and a wide range of external stakeholders
4	Competence with IT with specific experience of using the Microsoft Office 365 system, especially Excel
5	Excellent verbal and written communication skills, with an accurate command of spelling, punctuation and grammar and the ability to produce resource materials for target audiences
6	Experience of responding to supporter and potential supporter needs and general administrative enquiries
7	An understanding of the measures to take when working with confidential and sensitive information.
8	Excellent and accurate record keeping and maintenance of shared resources and file systems
9	Willing to work flexibly and as part of a team
10	Substantial experience and knowledge of financial administration
	Desirable Knowledge, Skills and Abilities
11	Experience of working within a fundraising capacity
12	Experience of developing and scheduling social media content to promote a brand or cause
13	Experience in website administration
14	Experience of working with financial processes and software, such as Xero
15	Experience of working with databases
	Values
16	Commitment to social justice issues and the restoration of vulnerable people
17	Proven understanding of and empathy with the needs of those impacted by having been exploited, trafficked and enslaved
	Other
18	Good attendance record & time-keeping record
19	Creativity in approach to engaging potential supporters and donors
20	Ability to demonstrate resilience and work under pressure

Finance Officer	
Location	Unseen's Head Office, Bristol or remote
Reports to	Financial Controller
Purpose	<p>The Finance Officer post will be based at Unseen's head office in central Bristol and the primary role will be to work with the Financial Controller and Admin and Operations Coordinator on the day to day financial processes of the Organisation.</p> <p>Responsibilities will primarily consist of:</p> <ol style="list-style-type: none"> 1. Monitor, respond and follow up on all incoming communications to the finance inbox 2. Process all purchase invoices, receipts and staff expenses 3. Raise sales invoices and perform basic credit control function 4. Support the Financial Controller with bank account management and reconciliation and finance admin 5. Set up outgoing payments including Payroll and supplier payment runs 6. Provide financial support to frontline teams and facilitate client subsistence payments
Salary Range	£20,231 per annum (Pay Point 14), pro-rata for part-time
Hours of work	Part-time: 20 – 22 hours per week
Entitlements	Full-time staff receive 33 days holiday inclusive of bank holidays. Parttime staff will receive pro-rata equivalent. Unseen has an opt-out pension scheme.

RESPONSIBILITIES & DUTIES

- 1. Monitor, respond and follow up on all incoming communications to the finance inbox**
 - 1.1. Monitor the shared finance inbox daily and categorise emails for appropriate members of the finance team for actioning
 - 1.2. Process and file emails according to action needed in line with finance email procedure.
- 2. Process all purchase invoices, receipts and staff expenses**
 - 2.1. Process purchase invoices through Receipt Bank system and code and publish to accounting software, Xero
 - 2.2. Process all receipts through Receipt Bank and code and publish to accounting software, Xero
 - 2.3. Upload staff expenses to Xero, code and action for payment by adding to supplier payment run
 - 2.4. Create supplier payment schedule for Financial Controller by Wednesday deadline each fortnight

3. Raise sales invoices and provide basic credit control function

- 3.1. Draft sales invoices as requested by teams across the Organisation including Training, Fundraising, Business Services and SLT
- 3.2. Send sales invoices after approval from Financial Controller
- 3.3. Raise sales invoices for frontline teams for items that come under the Survivor Support Fund
- 3.4. Obtain purchase order numbers from customers that require a PO for invoicing
- 3.5. Complete new supplier forms and portal set ups as required

4. Support Financial Controller with bank account management and reconciliation

- 4.1. Import bank statements to Xero weekly
- 4.2. Reconcile bank statements and transactions on Xero accounts
- 4.3. Reconcile fundraising donations from GoCardless, Just Giving and Stripe on Xero
- 4.4. Monitor and top up bank accounts by making transfers between accounts as required and in line with finance schedule

5. Set up outgoing payments

- 5.1. Conduct supplier payment run fortnightly
- 5.2. Create staff expenses CSV import sheet for bank import
- 5.3. Conduct Payroll import monthly
- 5.4. Set up HMRC PAYE payments monthly

6. Provide financial support to frontline teams and facilitate client subsistence payments

- 6.1. Manage the Unseen admin function of the PFS system used for client subsistence (including managing float balance)
- 6.2. Order replacement stock of cards from TSA
- 6.3. Allocate cards to new clients/ replacement cards as requested by Service Managers
- 6.4. Create weekly payment schedules for clients being paid by PFS card
- 6.5. Create weekly bank imports for clients being paid by BACS

7. General (all staff)

- 7.1. Promote the vision, aims and objectives of the organisation and ensure that all contacts with external people and organisations fully reflect the professional approach of the organisation
- 7.2. Understand and comply with all relevant legislation and adhere to organisational and operational policies, procedures and administrative procedures
- 7.3. Undertake any other duties as required and requested

PERSON SPECIFICATION

No	Criteria
	Essential Knowledge, Skills and Experience
1	Experience of processing invoices and receipts
2	Excellent time management skills and ability to work to strict finance deadlines
3	Experience of working with an accounting/ finance database or software such as Xero, Receipt Bank etc.

4	Experience raising sale invoices
5	Experience of bookkeeping tasks including payment and bank reconciliation
6	Good command of Excel and using spreadsheets
7	Experience of coding transactions
8	Experience of finance admin
	Desirable Knowledge, Skills and Abilities
9	Experience of working in a charity sector
10	Experience of working and communicating with a range of external stakeholders
11	Experience of working with fundraising teams to reconcile charitable donations
12	Experience or basic understanding of VAT for VAT registered charity
	Values
13	Commitment to social justice issues and the restoration of vulnerable people
14	Proven understanding of and empathy with the needs of those impacted by having been exploited, trafficked and enslaved
	Other
15	Ability to manage multiple competing tasks and prioritise accordingly
16	Good attendance record & time-keeping record
17	Ability to demonstrate resilience and work under pressure