

JOB DESCRIPTION

Job Title:	Finance Manager - Operations
Service / Department:	Finance
Reports To:	Head of Finance
Responsible For:	Finance Officer - Accounts Payable & Finance Officer Rent & AR
DBS Check:	Basic

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement. In this role, you will be directly contributing to the increase in the number of homes we can provide to residents to help achieve our mission of Transforming Lives.

To lead and manage the Finance Operations function, ensuring the efficient and effective delivery of rent accounting, accounts receivable and accounts payable services. The role is responsible for maintaining strong financial controls, ensuring compliance with regulatory and organisational requirements, supporting the production of accurate financial information, and leading the Finance Operations Team to provide a high-quality service to internal and external stakeholders.

Main Duties and Responsibilities:

- Manage and oversee all aspects of rent accounting across directly managed housing, general needs housing and other letting arrangements, ensuring transactions are processed accurately and within agreed timescales.
- Ensure the effective operation of rent debit processing, rent interfaces, cash posting, arrears accounting and bad debt provisions to support accurate financial reporting.
- Oversee the reconciliation of rental bank accounts, rent control accounts and other key balance sheet accounts, ensuring discrepancies are identified and resolved promptly.
- Act as the finance lead for the annual rent setting process, including the production and review of rent increase calculations and resident notifications.
- Manage the preparation and review of service charge schedules and service charge increases, working closely with operational teams and other stakeholders.
- Maintain expert knowledge of the Regulator of Social Housing Rent Standard and ensure ongoing compliance with rent and service charge regulations.
- Ensure the integrity and accuracy of data held across finance, housing management and procurement systems, including supplier and rental information.

- Manage and oversee the purchase ledger function across Salvation Army Homes, Kingsown Property Limited and development activities, ensuring invoices and payments are processed accurately and in a timely manner.
- Ensure all month-end activities relating to rents, accounts receivable and accounts payable are completed in line with the monthly reporting timetable.
- Review and maintain procedures, process documentation and financial regulations relating to finance operations, ensuring compliance across the organisation.
- Ensure robust financial controls are maintained in relation to income collection, supplier payments, reconciliations and master data management.
- Deliver a high-quality customer-focused service to internal and external stakeholders, ensuring queries are resolved efficiently and professionally.
- Support the preparation of annual budgets, forecasts and financial plans, providing operational financial information and analysis where required.
- Support year-end accounting processes, including the preparation of audit working papers and responding to requests from internal and external auditors
- Review and approve balance sheet reconciliations, ensuring completeness, accuracy and timely resolution of outstanding items.
- Identify and implement opportunities to improve financial processes, controls, systems and reporting to enhance efficiency and service delivery.
- Ensure compliance with organisational policies, procedures, financial regulations and statutory requirements.
- Undertake any other duties commensurate with the responsibilities and grade of the role.

Related Activities:

- Have a good understanding of the work of Salvation Army Homes and an empathy with its mission
- Foster an environment for growing skills within the team and organisation
- Provide an excellent level of customer care both within Salvation Army Homes and for residents, the general public and external bodies
- Effective leadership for finance officers and able to motivate and develop the team
- Implement Salvation Army Homes' Health and Safety Policy and Procedures as appropriate for the role and with an awareness of your responsibilities. Ensure that all practices are undertaken in accordance with ensuring a healthy and safe working environment

- Lead by example in promoting non-discriminatory behaviour to ensure an equality of opportunity for all. Promote diversity as making good business sense and work in an inclusive manner
- Proactively manage team and embed best practice working environment, either when working remotely or in office
- Participate in essential training, role related training and to work in accordance with all relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective
- Fully align with Salvation Army Homes values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour

PERSON SPECIFICATION

Essential Qualifications and Memberships:

- AAT qualified /equivalent or Actively studying towards a Professional Accounting Qualification (e.g. ACCA, CIMA, ICAEW)
- GCSE Maths & English

Aptitudes and Abilities:

Essential

- Passionate about the Association's mission and reflects its culture and values
- Proactively demonstrates a strong commitment to equality and diversity and works in a manner that is inclusive
- Industrious, shows initiative and is innovative
- Open to learning and development and fosters a learning culture
- Strong commitment to satisfying both internal customer and other stakeholder needs whilst ensuring the Association delivers a cost-effective Finance service that adds value.
- Strong commitment to continual service improvement
- Effective oral and written communication skills with service users and peers, with the ability to produce and present information in clearly defined and understandable formats for all levels of staff
- Computer literate and advanced level Excel and competent user of MS Office 365 software including SharePoint, Teams, Word, PowerPoint
- Skilled at recognising talent, bringing people together to generate a strong team spirit and encouraging collaborative working
- Good business acumen and commercially minded
- Good time management with an ability to manage own and others time
- Prepared to travel to regional offices and sites around the country
- Ability to work outside normal working hours in accordance with the needs of the business, including occasional attendance at evening and weekend meetings.
- Able to understand the needs, objectives and constraints of those in other disciplines and functions
- Strong interpersonal skills with an ability to liaise effectively with a wide range of stakeholders

- Able to influence others through persuasive discussion and report writing
- Agile and responsive to change, particularly in an evolving and challenging environment

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- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
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Experience and Interests:

Essential

- Experience of managing finance operations functions, including accounts payable, accounts receivable, rent accounting and reconciliations.
- Experience of leading, developing and motivating finance staff, managing workloads and ensuring service delivery targets are achieved.
- Experience of producing accurate financial information, completing month-end processes and maintaining strong financial controls.
- Experience of working with financial and housing management systems, with the ability to analyse data, resolve discrepancies and improve financial processes.

Desirable

- Experience of working within a housing association or social housing environment, including knowledge of rent accounting, service charges and regulatory requirements.

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S

Servant Leadership — we help people thrive

Have we given our audience everything they need to succeed in their next step?

P

Passion — we love our work

Have we spoken boldly and with confidence?
Have we spoken out rather than stayed silent?

I

Inclusion — this is a team effort

Have we kept our communication simple and to the point? Have we used clear, accessible English?

R

Respect — we show respect for all

Have we given our audience credit for their intelligence? Have we advocated for our residents?

E

Empowerment — we have trust

Have we given the right context to our message?
Has our communication been story-driven?