



Every smile
tells a story

Head of Finance Recruitment Pack

Introduction from the Chief Executive

Dear Candidate,

Hello, I'm Claire. I'm the Chief Executive of the Cleft Lip and Palate Association (CLAPA), and I want to tell you about this unique opportunity to join an incredible charity that has supported, connected and empowered people affected by cleft in the UK for 45 years. I'd like to thank you for your interest in this new and vital role.

We are currently looking for a Head of Finance to manage the finance functions within our organisation. We need an experienced and professional individual who can lead our finance team and work with our Trustees to develop our accounting processes in line with our charity strategy.

We are looking for someone who thrives as part of a small, dynamic staff team, is willing to champion the charity and values seeing the immediate and lasting impact their work can make. If you think you have the talent, passion and experience to help us ensure we can always meet the needs of the community we serve, we want to hear from you.

Please read on to find the Job Description and Person Specification along with more information about our organisation and details of how to apply. We look forward to receiving your application.

Claire Cunniffe
Chief Executive

A word from our Chair of Trustees

Every charity is experiencing huge challenges. In response, CLAPA has made a significant shift in strategy to meet our unique challenges and serve our wonderful community. Central to that shift is an admission of the need, and a desire to change, how and from where we drive income.

We have a proud history and an amazing story, but this role is key to how we write the next chapter of that story. We don't just want to survive, but to thrive and develop as a charity. You will make the difference we need. With you, we will continue to deliver our amazing services to each one of the three children born every day with a cleft, not just today, but tomorrow and the day after that too. We need your energy, drive, inspiration and skills to do this. We look forward to meeting you.

Oliver Hopkins
Interim Chair of Trustees

CLAPA is **committed to safeguarding** and ensuring the welfare of children, young people and adults at risk, and expects all employees and volunteers to share this commitment. **The suitability of all prospective employees or volunteers will be assessed during the recruitment process in line with this commitment.**

CLAPA is committed to creating a diverse and inclusive environment, and **we welcome applicants from all backgrounds and walks of life.** If you share our values and are passionate about supporting the UK cleft community, we want to hear from you. Our small office is in London, but we have staff and volunteers across the UK. So whether you're down in Cornwall, up in the Scottish highlands, in the Cardiff suburbs or Belfast Central, you'll find a place in our team.

Head of Finance (Part Time)

Job Description

Salary: £45k-48k dependant on experience (pro rata)

Hours: Part-time (28 hours per week)

Reporting to: Chief Executive

Based at: Based from home Home-based within the UK OR at the CLAPA Office (E2 9DA), Cambridge Heath, LONDON. Two days per annum required at the CLAPA Office for all-staff meetings (travel expenses paid).

Benefits:

- 25 days paid annual leave (pro rata), plus bank holidays and closure over Christmas from 24th December to 1st January inclusive.
- Extra day off during birthday month
- Flexible working hours as agreed by manager, access to unpaid leave and 'Time off in Lieu' policy.
- Access to 'Health Assured' Employee Assistance Programme
- 5% non-contributory pension.
- This is a key post in the organisation with responsibility for the finance function, the role reports directly to the Chief Executive and works closely with the CLAPA Board of Trustees and in particular with the charity's Treasurer.

Job Description

The Head of Finance has lead responsibility for overseeing the finance function of the organisation. The role reports directly to the Chief Executive, is a member of the senior management team and works closely with the Board of Trustees and in particular with the Treasurer. The post holder also has responsibility for the line management of the Finance Officer and the Feeding Service Administrator (Finance Team). The role leads on all financial reporting and analysis to the team and to the Board and Finance Committee, the preparation of monthly management accounts, and budgets and forecasts, working with the SMT. The Head of Finance leads the annual audit and preparation of the annual report and accounts working closely with the Chief Executive, Treasurer and Chair of Trustees. In addition, the role supports the wider team in the compliance with financial policies and procedures and acts as Finance Business Partner, by providing support and guidance to budget holders.

Key Tasks

- Control of the general/purchase/sales ledgers, debtor and creditor management, bank reconciliations and credit card management
- Payroll management and project level allocations, pension management, and payroll administration of leave (sick, maternity, annual, etc.). Ensure compliance with payroll legislation.
- Quarterly stock counts/valuation, financial oversight of the feeding and retail service
- Ensure accuracy and integrity of financial accounting systems within the Charity
- Monthly project level reporting, management accounts, and cash flow reporting
- Annual budget setting and monitoring with budget holders, along with monthly budget variance analysis
- Management reporting to a wide variety of audiences, including CLAPA staff and the Trustee Board
- Quarterly Finance reporting to the Finance Committee
- Year End including prepayments/accruals, annual returns - SORP requirements and HMRC Returns

- Management of the fixed asset register and yearly depreciation
- Management of the trial balance, balance sheet and P&L
- Timely Cashflow reporting and assisting SMT with forecasting
- Preparation of the charity's Annual Accounts in line with SORP requirements for annual audit
- Act as a principal lead with the Charity's external Auditors on the organisational audit, working closely with SMT, Chief Executive and the Board.
- Implementation and monitoring of financial controls and development of financial policies and procedures
- Treasury management - ensure that CLAPA's funds are secure, that all opportunities for investment are explored and that risks are minimised.
- Work closely with the Investments Committee to deliver the Investment Strategy
- Providing support to the Finance Team to manage receipt, payment and record keeping for all invoices, direct debits/standing orders, credit cards, expenses, bank, cash, Gift aid declarations and other expenditure
- Line management of the Finance Team
- Work closely with the Board, Chief Executive and other senior managers to ensure the efficient and effective running of the organisation
- To build the organisation's Finance strategy to align with the charity's Strategy and Operational Plans by working closely with the SMT and the Board
- Work alongside Head of Income to provide accurate and time critical funding reports
- Agree and set an annual Insurance Policy and liaise with colleagues with regards to any changes which require notification
- Liaison with external suppliers and contractors as required
- Carry out an annual review of all supplier contracts
- Required to keep up to date with updates within charity finance & governance sector
- Any other duties deemed appropriate

Person Specification

Essential

- ACCA/CIMA or equivalent qualified
- Senior experience in the charity sector, including producing charity SORP compliant accounts and monthly management accounts.
- At least three (ideally five) years' experience in book keeping, particularly management of SAGE 50 accounts or any suitable SAGE product, producing annual accounts and SORP requirements
- Experience of managing a set of accounts
- Experience in improving and modernising financial systems and processes
- Experience of managing staff
- Proficient in Microsoft Office
- A keen eye for detail and transparent reporting systems
- Experience of working on own initiative, under pressure and to deadlines
- Excellent communication and interpersonal skills with a willingness to get involved with all aspects of the charity
- Working with a senior management team and board of trustees
- Good written and oral communication skills
- Excellent organisational and time-management skills

Desirable

- Knowledge of Salesforce database

About Cleft Lip and Palate

Early in pregnancy, different parts of the face form and come together just above the top lip. If this doesn't happen quite as it should, the result is a gap or 'cleft' in the upper lip, the palate (roof of the mouth), or both. It's usually caused by a mix of genetic and environmental factors interacting in a way that can't be predicted or prevented. A cleft can affect feeding, hearing, speech, teeth placement and more. The treatment pathway can last 20+ years, including several surgeries.

Around one in 700 people are born with a cleft – that's 1,200 each year in the UK alone.

About CLAPA

The Cleft Lip and Palate Association (CLAPA) is the UK's cleft lip and palate support charity. We bring together people affected by cleft to help them connect with others who share their experiences, welcoming them into a supportive community for life.

CLAPA's Services

- Vibrant **social media channels** which promote positivity, bust myths and celebrate differences.
- **Online support groups** moderated by trained volunteers provide an instant connection for those looking for an informal support network.
- **Regular online events** give people the chance to talk about their experiences and worries and hear from others at all stages of the cleft journey.
- **'Camp CLAPA'** adventure weekends for young people born with a cleft to help them build confidence, make friends and have fun.
- Confidential **one-to-one support** provided by trained volunteer patients and parents who reassure those most in need that they can cope with whatever lies ahead.
- Accredited **information** on cleft led by our community, reflecting their experiences and emotional needs as well as medical facts.
- An **Advocacy Service** that provides information and signposting to those with complex enquiries.
- A **Children and Young People's Council** made up of 12-17-year-olds who meet to share their thoughts and experiences to improve CLAPA's services and feed into research and NHs care.
- A consultancy service for **researchers** which connects their work with our community.
- A **feeding service** that supplies subsidised items of specialist equipment for babies born with a cleft each year, including free of charge items for new and vulnerable families



When my Sonographer told me about my baby's cleft I was devastated. Soon after, I found CLAPA who introduced me to a whole new community of smiles and support. The experience has been amazing."

– Parent of young child

CLAPA's Values

- **Inclusive.** Everyone affected by cleft in the UK, regardless of background, identity or socioeconomic status, should be able to find a warm and welcoming community with CLAPA. We value all voices and want everyone to see themselves reflected in our work.
- **Trusted.** We passionately believe in doing what is best for the UK cleft community. Their needs and voices are at the front and centre of everything we do. We take responsibility for our mistakes and use them as chances to learn.
- **Adaptable.** We seek authentic feedback to help us raise the bar in everything we do. We don't stay stuck in our ways. We follow the evidence, try new things, and change with the times.
- **Collaborative.** We work best when we work together, whether this is as a staff team, as a community, or in partnership with others.

CLAPA's Strategy

Like many charities, 2020-21 saw CLAPA revolutionise its service delivery to better serve communities wishing to access support online and this continued with our 2022-25 strategy which has us building on this work to provide a suite of high-quality, community-led, online services to keep pace with whatever challenges the future may bring.

We are now in the process of developing our 2025-2030 strategy and, as part of CLAPA, you will have the opportunity to play a meaningful role in helping to map out the future direction of the organisation.

Working for CLAPA

Nearly all of CLAPA's small staff team are part-time, and all are partly or wholly home-based. Core working hours are Monday-Friday, 9am-5pm, but all staff have some flexibility around their hours of work and can request changes to their working patterns as per our Flexible Working Policy.

CLAPA is structured around a small Senior Management Team and Chief Executive who report to the Board of Trustees (the majority of whom have a personal connection to cleft lip and palate), and has a constructive, collaborative culture where all voices and contributions are valued. CLAPA encourages cross-team working to give staff a chance to test their skills and learn about every area of how a modern charity operates.

Although we work remotely, we keep in constant contact using CLAPA's Slack workspace and regular Zoom catch-ups, so staff are never alone when questions, concerns or ideas pop up.

This Post

The **Head of Finance** role is ideal for a senior charity professional looking to have a real sense of ownership of their role. You will work collaboratively with a talented and passionate Senior Management Team and Board of Trustees along with a small but skilled Finance team. Our outgoing Head of Finance had this to say about working with us:

"CLAPA is an amazing charity with a team of passionate and dedicated people. It is known for its supportive and welcoming work environment, and its impactful mission makes it a fantastic place to grow both personally and as a team"

CLAPA Head of Finance, August 2020 – July 2024

How to Apply

Please complete the online Application Form: https://clapa.formstack.com/forms/clapa_application_form
You may request an application form in another format by emailing info@clapa.com with 'Head of Finance Recruitment Pack Request' in the subject.

All applications are subject to our shortlisting process. If you're shortlisted, we will contact you and invite you to attend an interview. We'll also tell you if there will be any skills tasks to complete as part of the recruitment process. We will also ask you to complete a Criminal Record Disclosure form (see below).

If you have not heard from us by Tuesday 9th July please assume your application has been unsuccessful. We regret that due to our small team, we are unable to give feedback on unsuccessful applications.

Applications close: Monday 1st July

First Stage Interviews: Tuesday 9th July

Second Stage Interviews: tbc

Start date: As soon as possible

If the interview or start dates will be an issue for you because of religious festivals or other key dates, we will make every effort to accommodate this. Please get in touch to discuss your requirements.

Criminal Record Background Checks

If you are invited for an interview, you will be sent a **Criminal Record Declaration form**. You will need to complete this form prior to the interview, but it will be stored securely and will only be looked at if we wish to make you an offer of employment. If you have declared that you have a criminal record on this form, we will complete a risk assessment process in line with our Safeguarding Policies. Check [NACRO guidance](#) for more information on what should be disclosed and your rights.

Contact

Contact Claire Cunniffe at claire.cunniffe@clapa.com if you have any questions about the role or the application process.

You can also call the CLAPA Office on 020 7833 4883. Due to most of our staff being home-based and part-time, there is usually limited cover, but if you leave a message on the answerphone, we will call you back as soon as possible. Please leave your full name and phone number when leaving a message.

