



Changing Pathways

ENDING ABUSE. EMPOWERING LIVES.

Application Pack

Finance Operations Lead



Welcome

Changing Pathways is a registered Charity, providing domestic abuse services across the south of Essex, in partnership with Ending Violence in Essex Charity.

We are the Essex County Council commissioned service for **Harlow, Epping, Brentwood, Thurrock and Basildon.**

We deliver a range of services, offering a non-judgemental, trauma informed approach to support men, women and children who are or have experience domestic abuse. This includes:

- **Safe accommodation**
- **Outreach Support**
- **Specialist Services for the Global Majority**
- **Stalking Support**
- **Counselling**
- **Training**

Joining our team means becoming part of a dynamic, innovative, and supportive environment where your growth and success matter. We are passionate about what we do, and we value collaboration, creativity, and excellence. By joining us, you'll work alongside talented individuals who inspire and challenge one another to achieve their best. We are committed to providing opportunities for professional development, fostering a culture of inclusivity, and recognising the unique contributions of every team member. If you're looking for a workplace that values your skills, encourages your ideas, and supports your ambitions, this is the perfect place for you to thrive.

Tania Woodgate

Chief Executive Officer



Our Vision

Our vision is a world in which all can live fulfilled lives, free from domestic abuse. We aim to create an equitable and just future for women, men and their families.

Our Mission

We do this to by helping everyone find their own pathway out of life of domestic abuse and change their future for the better. We understand the complexities of domestic abuse and that individual who connect us are coming from different points in their journey, some are still in their relationships, some have left, but regardless of where they are, we will support them all.

Our Values

EMPOWER individuals to make their own choices in a safe environment to enable them to regain their independence.

Work with **RESPECT AND DIGNITY**, valuing everyone's experiences and circumstances and advocating for their unique needs.

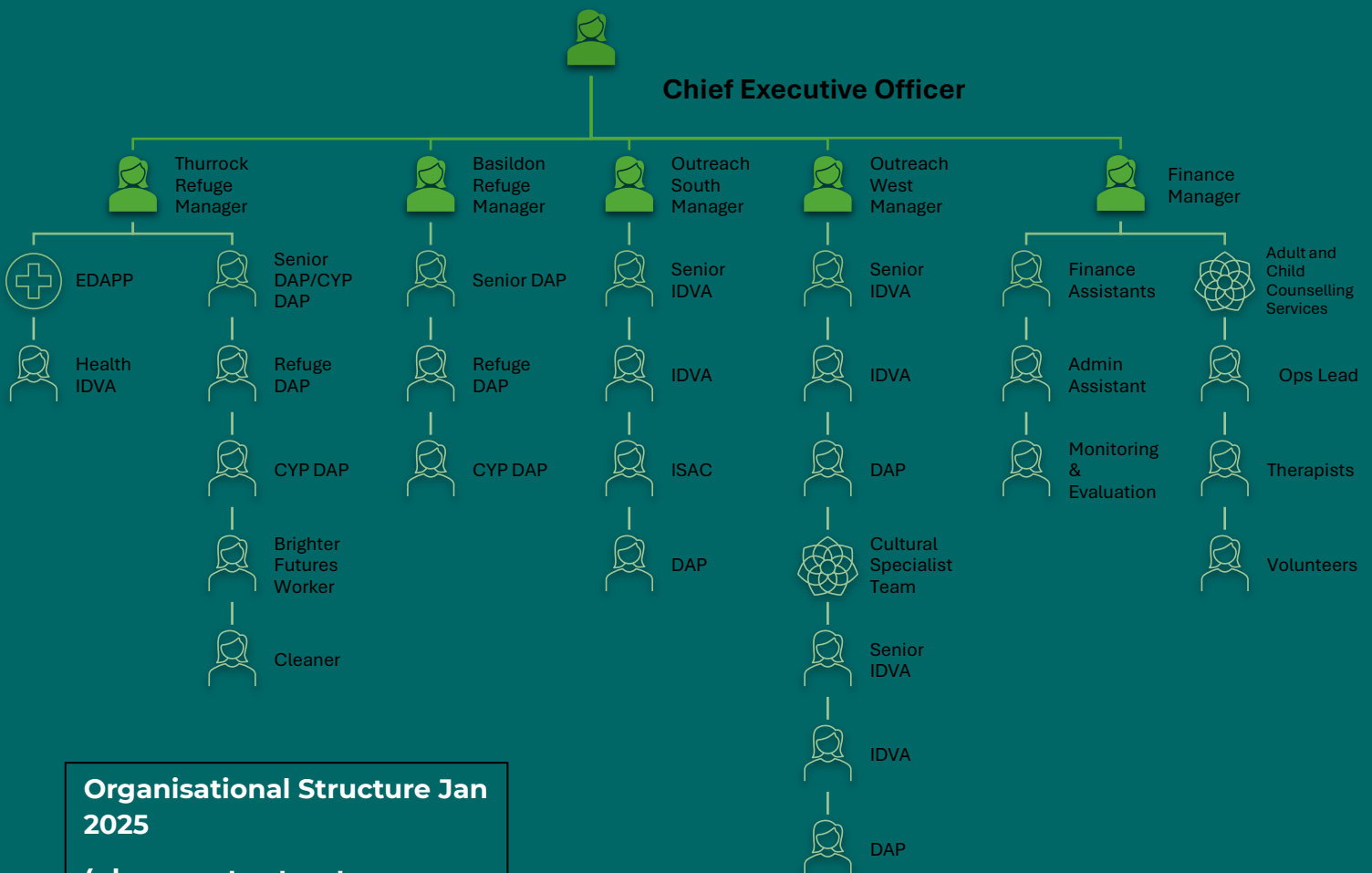
EDUCATE for the devastating impact that domestic abuse has on individuals, local community and society.

COLLABORATE and work in partnership with other organisations to provide the best support for those impacted.



OUR TEAM

Board of Trustees



Organisational Structure Jan 2025

(please note structure changes and an up to date organisational chart can be requested)



The Role

The Finance Operations Lead (FOL) will ensure the effective management, accounting and reporting of Changing Pathways' finance. The FOL will produce management accounts and report regularly to the Board of Trustees and the Senior Leadership Team. They will ensure that Changing Pathways works to good financial practices and fulfils its legal obligations, including those required for the production of annual accounts and for HMRC, Companies House and the Charity Commission.

Our Staff adhere to our values, that make us PROUD of our organisation.



Positivity

We approach change and challenges with a positive mindset and optimism



Respect

We treat everyone fairly and with respect, value and celebrate differences



Ownership

Our behaviours are PROUD towards everyone regardless of their role



Unity

We are one Organisation. Together we are stronger



Dedication

We uphold a strong commitment to our clients, our work, the organisation and each other



Main Responsibilities

Leadership

1. As a member of the Operational Leadership Team and wider Senior Leadership Team, work collaboratively and take collective responsibility for the strategic management and leadership of the organisation.
2. Work closely with the CEO, Treasurer and Board of Trustees to facilitate good governance and risk management.
3. Manage, maintain and develop all financial systems and control; increasing their impact and quality, and implementing best practices in financial management.
4. To supervise finance assistants and ensure that they are adhering to financial code of practices.

Financial Management

1. Lead and manage all aspects of the financial cycle, including budgeting, forecasting, fixed asset management, reserves & designated fund management and financial reporting.
2. Work with HR & Payroll Officer to manage and retain oversight of the day to day financial operations, including accounts payable, accounts receivable, banking and general ledger maintenance, including the reconciliation of petty cash, credit cards and all bank accounts on a monthly basis reviewing and approving payment runs and payroll.
3. Work with the CEO and Senior Leadership Team to prepare the annual budgets and forecasts.
4. Lead and manage the provision of regular budget monitoring and reports to budget holders.
5. Assist with the budget preparation for funding bids. Manage, monitor and keep track of any grants, funding or commissioned income, working with relevant managers to provide relevant financial information for inclusion in monitoring reports.
6. Lead and manage the provision of quarterly financial reports to the Board and advise them on financial issues as appropriate



7. Provide insightful financial analysis and reporting to inform and support organisational management, development and decision-making, and funding applications across the organisation.
8. Work with the CEO to prepare medium term financial forecasts for the organisation to support strategic decision-making and delivery of strategic priorities.
9. Lead on the audit process and the preparation of year end accounts to trial balance including preparation of the audit file and the closing down of the accounts on our accounting management system to ensure that the organisation is compliant with legal requirements and good practice.
10. To work closely with the CEO, Senior Leadership Team and designated Trustees to advise, review and cost the annual pay award.
11. To provide back-up and holiday cover for the processing of monthly payroll.
12. To work with and support the HR & Payroll Officer in providing payroll information and reconciling payroll monthly.

Governance and compliance

1. Ensure compliance with all relevant financial regulations and reporting requirements (e.g. Companies House, HMRC and the Charity Commission).
2. Attend Trustee Board meetings to report on financial matters, including the identification and management of financial risk, and provide any relevant reports.
3. To support the Trustees, SLT and line managers in managing our finances carefully and within our financial means, through provision of advice, guidance, support and training.
4. To be the main point of contact with external auditors.
5. To ensure that robust financial controls are in place, underpinned by appropriate financial policies and procedures and to ensure that they



are adhered to and that the organisation is protected from fraud and error.

GENERAL:

1. Identify own training and development needs and participate in all training courses relevant to the Changing Pathway's commitment to providing high quality services.
2. Attend regular supervision.
3. Ensure that all records are up-to-date and accurate.
4. Work at all times with due regard to the policies and procedures of Changing Pathways, including financial regulations, participating in their development and amendment where required.
5. Willingness to work outside normal working hours including evenings and weekends and to participate in promotional, fundraising and income generating events, activities and any other duties as may be reasonably required by the organisation.
6. Ensure health and safety regulations are adhered to and any issues are reported as a matter of urgency.
7. Maintain strict organisational confidentiality, professional boundaries and security procedures.
8. Maintain high standards of professionalism and keep abreast of current legislation, standards, best practice and maintain a focus of continuous improvement.
9. Act in a professional manner at all times, communicating effectively, building and sustaining effective and appropriate relationships at all times with service users, colleagues and partners.
10. Respect and value the diversity of the community in which the service works in, and recognize the needs and concerns of a diverse range of service users ensuring the service is accessible to all.



OTHER:

1. The post is subject to a DBS disclosure, which will be carried out at appointment of a candidate.
2. This post is subject to completion of a six-month probationary period.
3. Must be mobile to visit sites and work across the whole contract areas as required.
4. Must be able to drive the Refuge Pool vehicle.
5. Post is open to women only under the Equality Act 2010, schedule 9, part 1.

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

About You

PERSON SPECIFICATION		
Experience		
Criteria	Essential/ Desirable	Assessed?
Proven experience in budgeting, financial analysis and year-end reporting.	E	Application Form/Interview
Experience in a charity finance role	D	Application Form/Interview
Experience and knowledge of Quickbooks accounting	D	Application Form/Interview
Experience of preparing statutory accounts in accordance with the Companies Act & Charity SORP.	E	Application Form/Interview
Experience of managing a workload and delivering against targets and objectives	E	Application Form/Interview
Familiarity with charity SORP	D	Application Form/Interview



Budgetary management in excess of £1 million	D	Application Form/Interview
Experience of grants and their financial administration	E	Application Form/Interview
Hands on experience of preparing year-end accounts to trial balance and managing the yearend process both internally, and externally, with external independent examiners and auditors	E	Application Form/Interview
Experience of inputting financial information into accounting software packages.	D	Application Form/Interview
Experience of working in a community or voluntary organisation	D	Application Form/Interview
Knowledge and Understanding		
Criteria	Essential/Desirable	Assessed?
Knowledge of the general reporting requirements of funding bodies	E	Application Form/Interview
Understanding of audit requirements (internal and external)	E	Application Form/Interview
Knowledge of effective administrative support	E	Application Form/Interview
A good working knowledge of accounting software, ideally Xero and/or Sage Payroll and other MS Office products, including Excel.	E	Application Form/Interview
Understanding of the role of Treasurer, Trustees and Board responsibilities	D	Application Form/Interview
Knowledge of payroll, National Insurance, Income Tax, VAT & Gift Aid	D	Application Form/Interview
Skills and Abilities		
Criteria	Essential/Desirable	Assessed?
The ability to create and develop relationships both internally and externally and across all levels.	E	Application Form/Interview



To have excellent IT skills including the ability to use Microsoft Office and an aptitude to problem solve IT issues.	E	Application Form/Interview
Ability to maintain up to date and accurate spreadsheets with information.	E	Application Form/Interview
Ability to work on own initiative, prioritise work and meet deadlines in a busy environment	E	Application Form/Interview
Excellent analytical, problem solving and decision making skills; with a solution focus.	E	Application Form/Interview
A conscientious approach and a meticulous eye for detail.	E	Application Form/Interview
Excellent communication skills (both written and verbal) and able to present complex information to non-financial staff and Trustees.	E	Application Form/Interview
Ability to work in a flexible and responsive manner whilst prioritising work in a busy environment	E	Application Form/Interview
Ability to work in a confidential manner	E	Application Form/Interview

Education

Criteria	Essential/ Desirable	Assessed?
Full/part qualified accountant (ACA/ ACCA/ CIMA or equivalent)	E	Application Form
Evidence of continuing professional development for example charity finance, management and leadership	D	Application Form

Personal qualities

Criteria	Essential/ Desirable	Assessed?
Be compassionate and empathetic	E	Application Form/Interview
Show initiative and be proactive when managing workload	E	Application Form/Interview
Lots of common sense	E	Application Form/Interview



Be able to demonstrate excellent listening skills	E	Application Form/Interview
Act with integrity and respect when working with all clients, agencies and individuals	E	Application Form/Interview
Keen to work flexibly as part of a team with a proactive, enthusiastic, 'can-do' attitude	E	Application Form/Interview
Be optimistic about the possibility of personal growth and change	E	Application Form/Interview





What you can expect from us

Supportive Work Environment

- A culture of respect, collaboration, and inclusivity.
- Open-door policy for feedback, ideas, and concerns.

Opportunities for Growth

- Continuous learning through training programs, workshops, and certifications.
- Clear career progression paths to help you achieve your goals.

Work-Life Balance

- Flexible working hours and hybrid/remote work options.
- Paid time off, holidays, and wellness days.

Competitive Compensation

- Fair and market-aligned salary packages.

Recognition and Rewards

- Regular acknowledgment of individual and team contributions.
- Awards, shout-outs, and celebrations of success.

Innovation and Creativity

- Encouragement to bring new ideas to the table.
- Freedom to innovate, experiment, and grow professionally.

A Focus on Well-Being

- Mental health resources and employee assistance programs.

Social Responsibility

- Commitment to sustainability and ethical practices.

Empowerment and Autonomy

- Trust in employees to take ownership of their work.
- Support for independent decision-making and problem-solving.



TERMS AND CONDITIONS

Contract	This is a full time position. On a permanent term contact.
Salary	£48,000.00 per annum
Reports to: Responsible for: Benefits Include	Chief Executive Finance Assistants Contributory Pension Scheme. Equipment to undertake your role (hybrid). Training and developed tailored to your level of experience. Staff Discounts on BrightHR. Pets at Work Policy.
Hours Leave Expenses	Monday-Friday 9am – 5pm 25 days per year plus bank holidays (Pro Rata) You will be reimbursed for all reasonable expenses which are incurred by you in the proper performance of your duties
Location	Changing Pathways main office is in Felmores End, Basildon. You will primarily work remotely, however there is a requirement to attend our sites in Basildon, Harlow and Thurrock if required and to team meetings quarterly. Travel to sites will be reimbursed.
Occupational Sick Pay Notice Period	On successful completion of probation, we offer tiered sickness pay benefits. 8 weeks' notice

How to apply

Please complete our application form and email completed form to taniaceo@changingpathways.org stating clearly in the subject line the post you are applying for.

Those shortlisted for interviewed will be informed by email no later than two weeks after the closing date. Only those who are successfully shortlisted will be contacted.

