

Application Pack

Finance and Operations Manager

The Audience Agency

About The Audience Agency

Mission & Purpose

We believe that taking part in cultural activities and having opportunities to exercise our creativity are important to our wellbeing and personal resilience. Genuinely equal access to these opportunities is a matter of social justice. It is important in building a fairer society, stronger communities, equitable regeneration and positive civic change. A fairer, more equal cultural sector is also richer, more sustainable and more relevant.

Our mission is to inform and nurture the behaviours that cultural and creative organisations need to become democratic and relevant, such as using robust evidence and data ethically and with confidence, taking a people-centred approach, being able to innovate and co-operate.

Our purpose is to use our data, insight, and knowledge to help the sector:

- reach more people and address equality of access
- offer more relevant creative opportunities
- build more creative communities and places

Values

People First

We believe in putting people at the centre of the mission and plan. We seek to be user-centred, to promote people-centred approaches, and to put our own people first. We support organisations to do more with and for people furthest from opportunity.

Open & Accessible

We seek to be inclusive and respectful of difference in our work with audiences, clients and staff. We prioritise work to enable cultural activity to be more inclusive. We are committed to open data principles.

Connected

Working collaboratively across our network is what makes us special. We invest in partnerships for coherence, impact and shared learning.



Trustworthy

We aim to be transparent and accurate, to act with confidentiality and strive for robust results. Our commitment to quality is reflected in our charter and standards.

What we Do

The Audience Agency (TAA) is an entrepreneurial, non-profit supporting the cultural sector and creative industries to increase their reach, develop their relevance and boost their resilience in the UK and internationally.

We are a specialist agency which uniquely brings together a research-led consultancy, an innovation agency and a world-first data analytics software solution under one roof. Together, we have a big impact on the cultural sector helping it to face the challenges of the future and change more people's lives.

We work with arts, cultural, heritage and creative organisations to help them understand their audiences, develop their strategy and evaluate their activities.

We also work within the wider creative economy on the development of longer-term cultural strategy and policy.

We do this through a mixture of off-the-shelf products and services and [bespoke research and consultancy](#).

Our work recognises that physical and digital engagement should be embedded strategically and that organisations need the capacity and skills to understand hybrid models of delivery and engagement.

We are the developers and custodians of [Audience Finder](#), the free national audience data and development tool and service, which allows organisations to understand, compare and apply audience insight. <https://www.theaudienceagency.org/about-us>

Role Description

Summary:

To support the smooth running of the organisation by providing leadership of finance and operation services. The post holder will:

- ensure accurate and timely provision of financial information
- manage the provision of day to day HR, IT and other administrative services
- ensure the maintenance of accurate and robust records

Key Result Areas

Finance

- Maintain and manage all financial controls, such as but not limited to statutory accounts, monthly management accounts, cash flow and compliance (including VAT returns).
- Support the production of annual budgets for TAA and TAAS, and in quarterly reforecasting of the budget.
- Produce accurate management information, including monthly management accounts and cash flow forecasts and balance sheets for the charity and trading subsidiary.
- Maintain the general ledger ensuring all regular and adhoc journals/purchase invoices/expense claims/bank transactions/prepayments and accruals are posted accurately and on a timely basis.
- Maintain the sales ledger function including the credit control process.
- Work closely with the Consultancy team to ensure that all billable work is invoiced for at the appropriate time.
- Support budget holders, providing ad-hoc and regular financial information for them and helping them understand that information.
- Support the preparation of reports and papers for the Board of Trustees and the Finance Sub Committee.
- Lead on the annual reporting process, working with the auditors on the production of draft and final accounts, and providing the auditors with any information required.
- Undertake ad-hoc reporting for the CEO and other members of the Executive Team to help with decision making.

- Ensure that the processes for capturing and coding financial data are robust and effective.
- To manage the bank accounts on a day-to-day basis (including being a signatory), ensuring that cash flow remains sustainable.
- Manage a Finance Assistant, ensuring they are appropriately supported, trained and developed.
- Work with the outsourced Payroll and pension teams providing accurate and timely information.
- To collate and submit VAT returns in a timely manner.

HR and Administration

- Contribute to, and advise, on the maintenance and development of a positive working culture.
- Manage a Finance Assistant and Admin Assistant, ensuring they are appropriately supported, trained and developed.
- To oversee the recruitment process for all roles, working with the hiring managers, and ensuring that proper processes and procedures are followed.
- To co-ordinate all HR related paperwork, including staff contracts.
- Provide information to staff on terms and conditions, as laid out in agreed policies and procedures.
- To ensure all operational policies and procedures are reviewed regularly.
- To oversee issues relating to GD
- To oversee premises issues in London and Manchester, to maintain relationships with the Landlords and the tenants and to ensure compliance with health and safety regulations.
- To lead on the management and renewal of the insurance arrangements across TAA and TAAS.
- To support in the management and improvement of information systems and equipment, working with the outsourced IT suppliers.

General

- Take an active part in all team planning, learning and training
- Model best practice in diversity and inclusion
- Contribute to developing a cross functional collaborative style of working
- Model TAA values in all work with staff and stakeholders

Person Specification

Knowledge and Experience

- Experience of leading the finance service in a small team (ideally with some qualification).
- Knowledge and experience of HR administration and systems.
- Experience of management wider office systems and processes.
- Practical knowledge of IT programs relevant to the role notably SAGE, Excel and (ideally) Microsoft Dynamics CRM
- Working knowledge of SORP.

Skills

- Ability to interpret financial information and effectively communicate it to staff without a financial background.
- Ability to competently and accurately produce monthly accounts (include profit and loss and balance sheets) for both a charity and a trading subsidiary.
- Ability and interest in working with staff from different teams and with different levels of financial awareness
- Ability to deal sensitively with HR issues from staff and managers.
- Ability to understand and interpret policies and processes and effectively advise staff on them.
- Excellent verbal and written communication skills.
- Ability to influence at all levels of the organisation and to effectively manage conflict where necessary.
- Excellent organizational skills with the ability to work effectively to achieve deadlines and manage expectations
- Ability to manage own time, setting appropriate personal goals and standards
- Ability to demonstrate problem solving skills and initiative within the scope of the role
- Ability to work under time pressure from time to time

Attributes



- A personal commitment to and understanding of diversity, equality and inclusion and its relevance to the workplace
- Committed to driving improvement
- Willingness to undertake continued professional development
- Interested in culture and creative industries

Terms and Conditions of Employment

Salary

The post is offered on a fixed term full-time permanent contract. The role is offered at an annual salary of between £40 - 45k, based on experience and knowledge.

Hours of Work

Normal working hours for full time employees are 35 per week, or 7 hours a day which can be worked flexibly in agreement with your line manager. For full-time staff the normal working day includes one hour for lunch (unpaid).

The Audience Agency will try to be flexible and understanding in allowing staff to adopt hours which suit individual circumstances as long as these hours do not affect work effectiveness.

Location

The role can be based anywhere in the UK, with the possibility of office working in either our London or Manchester offices. The post holder will report to the Client Services Director.

Contract period

The post is offered on a fixed full-time contract but we are open to discussions about part time working (no less than 4 days per week).

Holidays

The leave entitlement is 25 days per annum pro-rata. Public/Bank holidays are in addition to this personal leave entitlement.

Progress monitoring

In accordance with standard business practice this role is subject to the successful completion of a three-month probationary period. During this period, we will review with you your on-going performance and suitability for the post.

Application Process

To apply, you will need to:

- Send a written CV.
- Send a covering letter saying why you are interested in the role and how would you contribute to The Audience Agency
- Complete a (separate) Diversity Monitoring form ([found on our website here](#)).

Your application will be reviewed on the basis of how well you demonstrate that you meet the person specification and the needs of the role.

The style of application for the questions is up to you; for example, it could be a written statement, a recorded statement or some other creative application which you believe best demonstrates your talent for the role.

We are interested to hear from applicants from a range of backgrounds and with a variety of experiences. Currently our organisation is majority white, cis-gender and non-disabled. We believe our work will be stronger with greater diversity and welcome applications from those who bring difference.

If you wish to discuss this role in more detail prior to application, please contact Julie Weston, at julie.weston@theaudienceagency.org

Applications should be sent to jobs@theaudienceagency.org