

# Deputy Chief Executive (Operations and Services)

Job Description and Person Specification  
*April 2024*

# Welcome

On behalf of the officers, trustees, and staff, thank you for your interest in the role of Deputy Chief Executive at Arts Students' Union (Arts SU). This is a fantastic opportunity to work alongside some of the most talented students in the world, in the heart of the capital, amongst a motivated and energetic staff.

We are a membership organisation and registered charity that deliver high quality services, representation, and support for over 22,000 students across London at the University of the Arts London.

We exist because we believe in the power of students. Every year, our elected Student Officers, together with the Trustee Boards at the Union provides leadership and strategic direction for the work of over 35 permanent staff, 50 student staff and thousands of volunteers, delivering across 6 College across London.

Our membership is wonderfully varied in its range of study from artists, designers and performers as well as being hugely diverse with students from all over the world coming to study at UAL's prestigious colleges. Students engage with us through our student clubs and societies, volunteering opportunities, exhibitions and artist workshops, academic representation, campaigning activity, and through our advice and support services.



The exciting challenge that lies ahead is to make our charity increasingly representative of our members by delivering more bespoke services and facilitating more and diverse students to engage in our decision making. We are focused on building communities and offering creative opportunities to build on the professional practice of our members.

Confidence can sometimes hold us back from applying for a job. However, there's no such thing as a 'perfect' candidate. Arts SU is a place where everyone can grow. We are committed to learning and development and work/life balance through professional qualifications, mentoring and flexible working patterns for the right candidate. We particularly welcome applications from the BAME, disabled, LGBT+ communities and are happy to discuss any requirements that you might have for the role or the application/interview process. So, however, you identify and whatever background you bring with you, please apply if this is a role that would make you excited to come into work every day.



Minna Ellis  
Chair of Trustees



Yemi Gbajobi  
Chief Executive

## About the Role

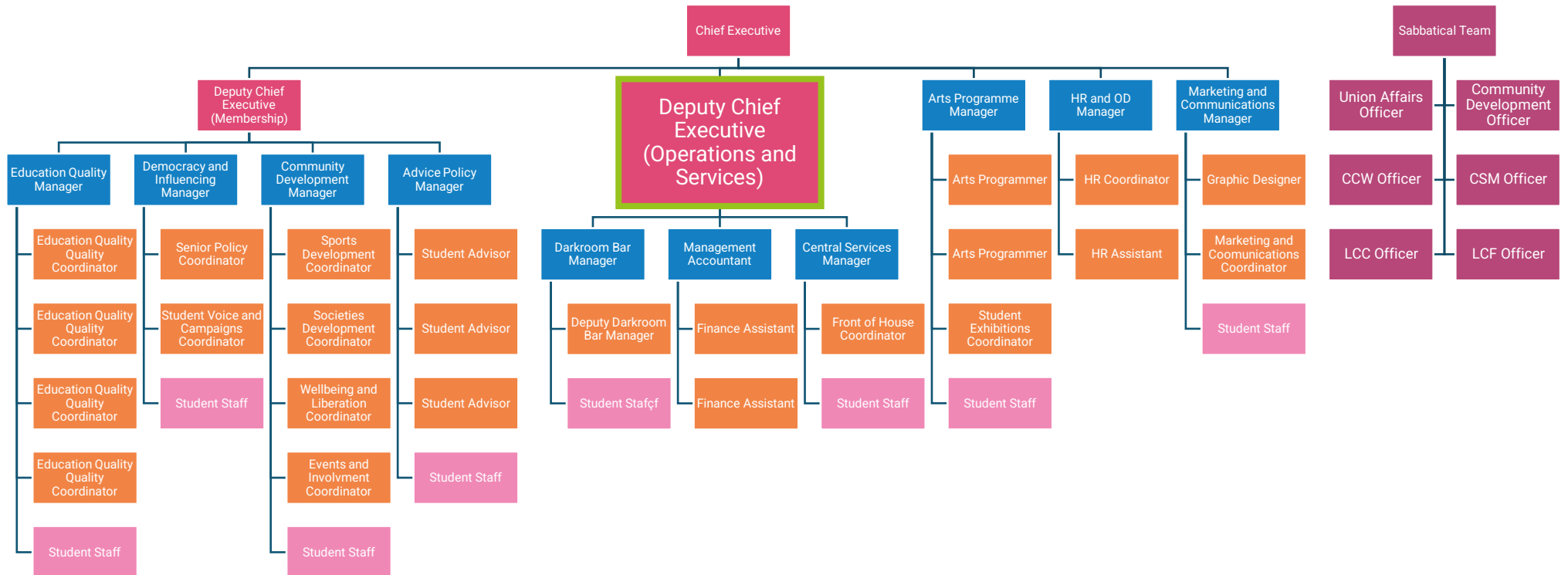
We are looking for a Deputy Chief Executive (Operations and Services) who will be responsible for the overall financial management, business reporting and operational services for the organisation. The person within this role will develop controls, policies and procedures that work for a variety of audiences including student volunteers, staff and trustees. They will lead on setting the strategic financial goals for the organisation and take a proactive role in supporting our performance towards these goals. The role will also support several departmental managers who deliver organisational services in the areas of management accountancy, commercial services and central services. The Deputy Chief Executive (Operations and Services) will be confident in providing high quality strategic advice to the Board of Trustees regarding the long-term future of the organisation as well as supporting the wider team with day-to-day functions within Finance.

## About You

We are looking for a person who is committed to our values on equity, diversity and inclusion and who will strive to ensure our operations are high performing and that day-to-day functions are accessible for all staff and student volunteers who interact with different departmental teams this role will manage. You will be hard working, passionate about student success, proud to support staff and students to develop as well as supporting the ability for student-led activity to take place within our spaces. You will be keen to collaborate with other teams across the Students' Union and within UAL to enable us to deliver excellent services and will work closely with others to create reports outlining areas of strength and development.



# Our People



# Why Work Here?

Our staff enjoy working in a dynamic and supportive environment that prioritises their personal and professional development. Our annual staff satisfaction survey shows that staff value the opportunities they have to learn and grow within their roles. We perform highest in the areas of personal development, relationships with manager, work atmosphere and relationships with colleagues. Staff stated that the number one benefit the organisation offers to employees is a flexible approach to working. Over 80% of our staff rated their favourite part of working at Arts SU as their relationship with their colleagues.

Our competitive employee benefits package includes a range of perks tailored to suit our staff including:

Generous holiday entitlement (over 40 days)	25 days holidays per year, increasing at the rate of one day per full year served after the end of your second year of employment up to a maximum of five days. In addition to: <ul style="list-style-type: none"><li>• A three-week closure during the festive period incorporating the three UK bank holidays (Christmas Day, Boxing Day, and New Year's Day).</li><li>• A six-day closure during spring incorporating the two UK bank holidays (Good Friday and Easter Monday).</li></ul>
Summer 4-day working week	We work 4 days a week during July and August.
Family friendly policies	Enhanced maternity and adoption leave (19.5 weeks of full pay) and up to 5 days of carers leave per year.
Cycle to Work scheme	Enabling significant savings on bicycle purchase
NUS Totum	Every staff member at Arts SU is entitled to a purchase NUS Totum card. This offers a range of discounts from retail outlets, food and restaurants, and insurance providers.
Flexible working	Flexibility for work-life balance – whether it's part-time working, compressed hours, flexible start, and finish time – we've got you!
Employee Assistance Programme (EAP)	An EAP is a confidential employee benefit designed to help you deal with personal and professional problems that affect your home life or work life, health, and general wellbeing.

# Application Process

We believe passionately that our recruitment process should be fair, giving everyone the opportunity to present their best selves. We make sure that we are recruiting on the basis of an individual's application rather than other personal factors.

## Interviews

We recognise that interviews can be daunting at the best of times. However, as our interview process are online at the moment, we know that this can be even more challenging. At Arts SU, we believe that people should come as they are, it does not matter what you wear, if a member of your family walks in the background or how clean your house is...we don't mind.

## Our Commitment to Equity, Diversity & Inclusion

If you are a people person who enjoys working in a busy and diverse environment, then this is the job for you! Confidence can sometimes hold us back from applying for a job. But we'll let you in on a secret: there's no such thing as a 'perfect' candidate. Arts SU is a place where everyone can grow. So, however, you identify and whatever background you bring with you, please apply if this is a role that would make you excited to come into work every day. At Arts SU we are committed to learning and development and as such will support the successful candidate to develop within the role.

As a diversity conscious organisation, we are keen to encourage applications from women and BAME applicants who are underrepresented at the senior levels of our organisation. Though this role is advertised as full time, we are also committed to work/life balance and wellbeing and would consider flexible and part-time working for the right candidate.

# Deputy Chief Executive (Operations and Services)

## Job Description & Person Specification

Reports To:	Chief Executive
Responsible For:	Management Accountant, Bars Manager, Central Services Manager
Hours:	35 hours per week (Full Time)
Salary:	£61,916.40
Contract Type:	Permanent
Location:	Based across six UAL central London sites, mainly based at High Holborn, London. Flexible working arrangements including regular home working (up to 3 days per week) are possible.

### Job Purpose

1. Responsible for the overall financial management and business reporting, commercial and central services for the organisation, developing controls, policies and procedures as required.
2. Working with the Chief Executive and the wider Senior Leadership Team, lead on setting strategic goals for the organisation and take a proactive part in developing our performance function.
3. Working with the Chief Executive, as a member of the Senior Leadership Team, to provide high quality strategic advice to the Board of Trustees regarding the long-term future of the organisation.
4. Lead and manage the delivery of the strategic and operational planning of the Finance, Commercial and Central Services Team, including responsibility for ensuring legal compliance of all relevant processes and reporting.

### Key Responsibilities

- 1. Responsible for the overall financial management and business reporting, commercial and central services for the organisation, developing controls, policies and procedures as required.**
  - Ensure internal finance controls and records are maintained throughout the organisation in accordance with legislation and best practice.
  - Work with HR and an external payroll provider to ensure delivery of accurate monthly payroll and pension function.
  - Support the Management Accountant to prepare monthly management accounts for financial and non-financial audiences, half year reforecasts and full year end accounts in a timely manner.
  - Manage accounts payable and receivable functions.
  - Have an understanding of cash flow forecasting and treasury management.



- Complete and deliver operational information/payments to HMRC, ONS and other government and regulatory bodies including pension and VAT returns.
- Have an understanding of accounting processes around charity governance.
- Monitor performance of commercial services, ensuring efficient use of resources to meet strategic targets.
- Oversee responsibility of Central Services team, ensuring spaces are managed and resources are allocated effectively.

## **2. Working with the Chief Executive and SLT, lead on setting strategic goals for the organisation and take a proactive part in developing our performance function.**

- Lead the annual budgeting process in consultation with the CEO.
- Ensure there is appropriate and proactive stakeholder engagement across partner agencies including University Estates team, University Caterers, Local authority, NUS, and other relevant stakeholders.
- Regularly assess and review organisation's financial performance against the Union's Financial and Organisational Strategic Plans.
- Assess and deliver the strategic plan of commercial services
- Ensure organisational spaces deliver against strategic objectives.
- Provide strategic leadership for Health and Safety in commercial services including practice and policy to provide a compliant and safe environment.

## **3. Working with the Chief Executive, to provide high quality strategic advice to the Board of Trustees regarding the long-term future of the organisation.**

- Work with and mentor elected students in their work, in particular sabbatical officers and student trustees.
- Act as the main point of contact for the appointed auditor and be responsible for the preparation of records and reports for the annual external audit.
- Play a leading role with the Trustee Board Secretary in ensuring that student officers and trustees are inducted into the organisation and understand all financial reports submitted to the board for consideration.

## **4. Lead and manage the delivery of the strategic and operational planning of the Finance, Commercial and Central Services Team, including responsibility for ensuring legal compliance of all relevant processes and reporting.**

- Manage legal compliance of all relevant functions.
- Responsible for the development of processes and procedures to ensure outlets operate safely.
- Ensure that the Union's Health and Safety Policy and appropriate Health and Safety legislation and procedures are adhered to at all times and to provide leadership in health and safety management.
- Set challenging targets for efficient, effective, and impactful use of resources.

## **5. Senior Leadership Responsibility**

- Manage and develop direct reports, ensuring effective recruitment, induction, and on-going development within the organisation.

- Effectively provide coaching, 1-2-1 support and performance management in line with the Union's policies and procedures.
- Have oversight of operational planning and budgets for the organisation.
- Support and encourage collaboration across teams to utilise time, resource, skills, knowledge and expertise to avoid duplication and maximise impact.
- Proactively contribute to the wider management team and the strategic leadership of the organisation.
- Ensuring all key organisational messages are communicated to the team.
- Creating a culture within the team where all staff demonstrate the Union behaviours and engage in cross organisational activity.
- Ensure the team's attendance at relevant events, conferences and training sessions, and the availability of resources enable the team to achieve learning and development needs.

## **6. General Duties:**

In addition, all staff have the following general duties in their job descriptions:

- Deliver and develop personal objectives as informed by targets outlined in the Union's strategic and yearly operational plans.
- Deliver and develop department operational plans as informed by the Union's strategic plan.
- To contribute and assist in the Union's planning processes and reviewing its performance and systems.
- Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
- To always observe and uphold the requirements of the Union Constitution and act in accordance with policies, including equality of opportunity.
- To undertake your own administrative duties.
- Undertake any other duties appropriate for the grade and responsibilities of the post that may, from time to time, be reasonably requested.
- Take ownership of their Induction, Personal Development, and their role within Departmental Meetings and be responsible for carrying out duties with regard to the rules and policies, procedures and conditions of service contained in the Staff Handbook and within Departments of the Students' Union.
- A condition of employment is that all staff are expected to assist in key events throughout the year, e.g. Freshers and Welcome events and other key events, including elections, if necessary. Staff are expected to portray a positive image of the Students' Union, both internally and externally, by displaying high standards of service, integrity, punctuality, politeness and professionalism.
- Where you are required to work with volunteers, you must support and manage them appropriately per the Students' Union volunteer policy.
- Environmental consideration and environmental best practices are the responsibility of all Students' Union staff.
- Any other tasks that would be deemed suitable within this role as directed by the line manager.

# Deputy Chief Executive (Operations and Services) Person Specification

Criteria	Competency Required
Any one of the following: <ul style="list-style-type: none"> <li>• CCAB or CIMA Accounting Qualification</li> <li>• PQE/evidence of continued professional development.</li> </ul>	Job Related Knowledge
Experience of presenting to, supporting, or sitting on a board of directors / trustee board.	Job related Knowledge
Relevant senior experience managing the finance function within an organisation of comparable complexity, acting as part of the wider leadership.	Technical skill
Knowledge of key relevant legislation particularly relating to charity accounts, VAT, payroll, and pensions.	Job Related Knowledge
Experience of mentoring and supporting in a fast-paced environment.	Motivational Leadership
Knowledge of accounting software packages and other financial systems.	Technical skills
Knowledge of good governance and how the principles apply to the charity / higher education sectors.	Job Related Knowledge
Ability to lead programmes of change, working across an organisation and engaging with a range of stakeholders.	Motivational Leadership
Ability to think strategically and gain commitment to a clear vision and mission to deliver results.	Motivational Leadership
Excellent time management skills and the ability to manage others to deliver to deadlines and budgets.	Teamwork
Excellent written and verbal communication skills with an ability to relay complex information in an understandable way to a variety of different audiences.	Communication
An ability to solve complex problems, bringing people together to deliver projects and services for others.	Teamwork
An ability to work in a fast-paced and changing environment with an eye to detail.	Results Focused
Desire to work in a democratic student-led environment.	Political Awareness & Student Focused
Flexible and hard working with a proactive working style.	Results Focused
Approachable nature, with the ability to relate to a variety of audiences in an appropriate manner.	Personal Effectiveness
A commitment to the principle and practices of equity, diversity and inclusion.	Inclusivity
Consistently striving to offer excellent, high quality and consistent customer service.	Personal Effectiveness
A team player, willing and actively seeking opportunities to collaborate with colleagues and other departments.	Teamwork

## Key Dates

Please make a note of the following key dates in the process:

Deadline for applications – Wednesday 22<sup>nd</sup> May at 12noon

Longlist interviews (remote) – Tuesday 4<sup>th</sup> June 2024

Final interviews (on site) – 12<sup>th</sup> June 2024

## How To Apply

To submit your application for this role, please click on the following link:

**APPLY HERE**

Please ensure you have read the full Recruitment Pack before applying.

**Step 1:** Please complete the [online application form](#) where you will be asked to answer the following questions related to the role:

Q1. Why are you interested in applying and how do you feel your personal values align with our organisational values?

Q2. What are the key achievements and outcomes within your career that make you a strong candidate for the role?

Q3. If appointed to the role, what would you be looking to see in your first 6-months to ensure we have a robust and effective approach to financial management?

Please respond to each of the questions with a maximum of 400 words per answer. You may wish to prepare your answers to the questions on the form in a separate document, to avoid losing your responses before you submit them.

**Step 2:** Please email your CV to Anh Ly: [anh@atkinsonhrconsulting.co.uk](mailto:anh@atkinsonhrconsulting.co.uk)

## Further Questions

**AtkinsonHR**

If you want to chat about the role informally or have additional questions, please contact our recruitment partners Atkinson HR via Anh Ly on [anh@atkinsonhrconsulting.co.uk](mailto:anh@atkinsonhrconsulting.co.uk).