

RH SU | ROYAL HOLLOWAY STUDENTS' UNION

WE'RE HERE TO MAKE STUDENT LIFE
BETTER AT ROYAL HOLLOWAY

RECRUITMENT PACK:
HEAD OF FINANCE
(12 MONTH FIXED TERM
MATERNITY COVER)

Welcome.

Royal Holloway Students' Union (RHSU) is an ambitious organisation that has students at the heart of our aims: to improve their education, make campus fun, look after their wellbeing, make them more employable, and ultimately empower them to change the world around them.

The Finance team at RHSU plays an important role in delivering these aims, from promoting financial sustainability and value for money for our members, to ensuring our leaders and Trustees are provided with the information they need to make effective decisions. We also get involved in projects and workstreams across the organisation to support our membership facing services. In such a broad organisation, no two days are the same and this truly is a finance opportunity with a difference.

We're looking for a qualified accountant with a passion for making a difference and working with the organisation's values in mind. You'll be a great communicator and enjoy engaging stakeholders both internally and externally. You'll be digitally minded, and able to support our finance function in their ongoing efforts to streamline processes with digital solutions. This role is great for someone who likes to operate in a broader sense than finance alone and has a willingness to engage with other departments and functions to enhance their experience.

Have a look through the rest of this pack for more specific information about the role and the organisation, and if you'd like an informal chat feel free to contact me at katie.marriner@su.rhul.ac.uk

Katie Marriner

Head of Finance & Digital Transformation



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A bit about us.

The Students' Union is a student-led organisation that represents 12,000+ students at Royal Holloway, University of London. The activities and services we offer are really wide-ranging and include things like supporting c.140 student-led sports clubs and societies, and ensuring academic representation on every course. We offer free and independent advice through our professional Advice Centre, put on loads of free events with our Give It A Go programme, and run a shop, a pub, a couple of bars and a nightclub to fulfil students' social life on campus.

We're a charity (charity no: 1141998) registered with the Charity Commission. Why does this matter? Well it means that any profit we make through our trading or membership services gets reinvested into services that help students during their time at Royal Holloway. That covers everything from funding societies to running national voter registration drives.

We're independent from the University.

While we work really closely with departments from all across the University, we are a separate organisation. This is important for several reasons, but mainly it means that if students have a problem while studying - whether that is their course, accommodation, or other issues, they can come and talk to us. And they can do this in the confidence that we can take up the issue with the University and help to resolve it.



Our leadership.

We're a democratic, membership organisation and all students at Royal Holloway are automatically members of the Union. Overall legal responsibility for the Students' Union rests with our Board of Trustees which is made up of four full-time sabbatical officers, three student trustees and five external trustees.

The sabbatical officers are elected each year by, and from, the student membership of the University. They take a year out of their studies (or immediately after graduating) to take on a full-time paid staff role and to serve as a trustee.

The President of the Union (one of the four sabbatical officers) is the Chair of the Board of Trustees. They are responsible for chairing the meetings of the Board, leading the performance management of the Chief Executive and acting as lead ambassador of the Union to external stakeholders and the wider public.

Board of Trustees.

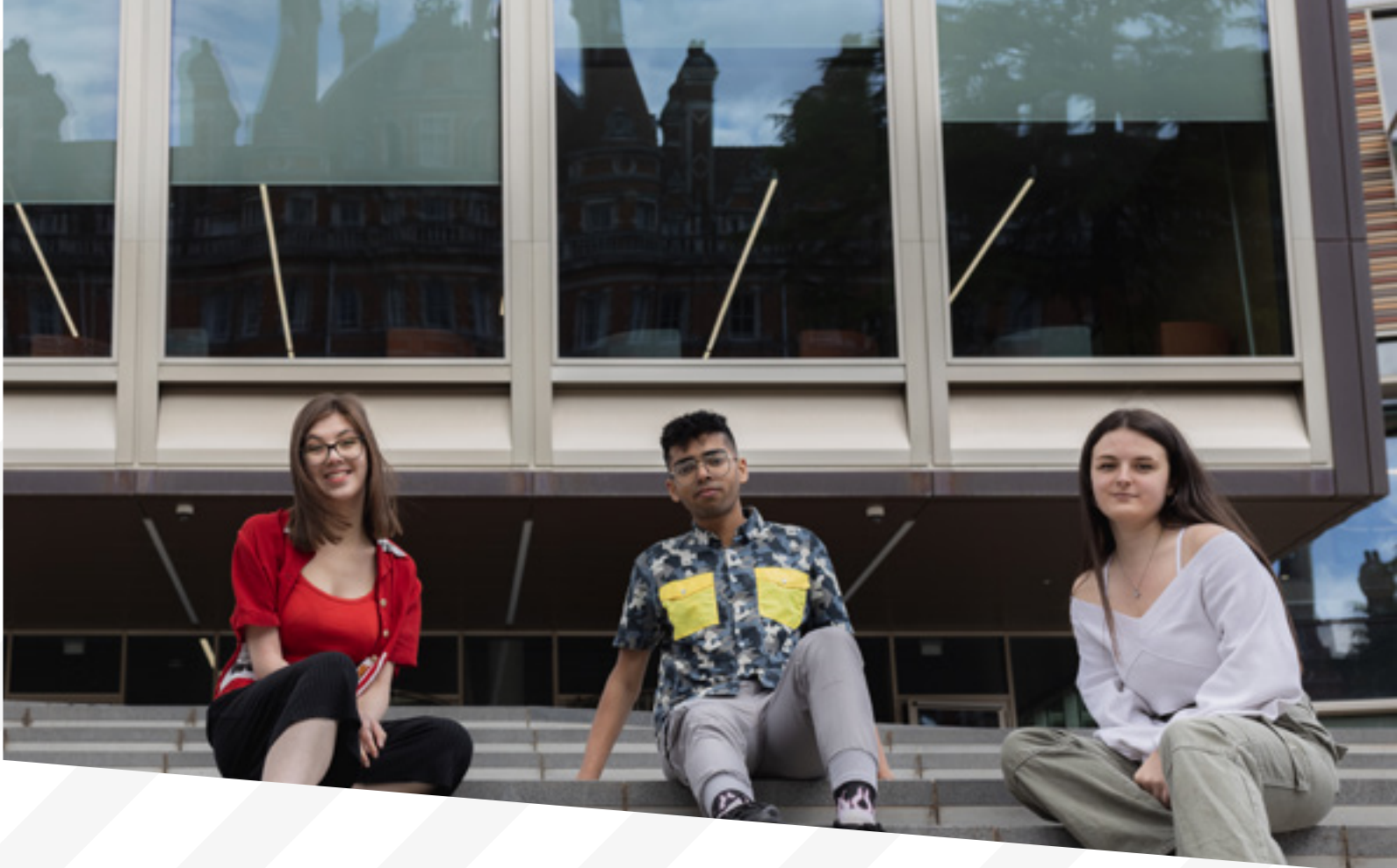
President and Chair of the Board	Maia Jarvis
Vice President Education	Shrijeet Shrey
Vice President Wellbeing & Diversity	Vacant
Vice President Societies & Sport	Hannah Hockin
Student Trustees	Isaac Crosby
	Molly Taylor
	Vacant
External Trustees	Justin O'Brien
	Rory Shanks
	Peter Elliot
	Jane Broadbent
	Vacant

Our 22/23 officers.

Every year the student body elects four sabbatical officers to work full-time in the Students' Union for a year.

They work on a range of issues relating to student life, listening to student thoughts and opinions while running campaigns and working with the relevant people and bodies to implement positive policy changes.

Each officer has a portfolio area that sees them take on responsibility for a different area within the organisation, together deciding its strategic direction.



Maia Jarvis - President

The Students' Union President is the Chair of the Board of Trustees, sits on the highest decision-making committee at Royal Holloway, College Council, and is the figurehead of the Students' Union.



Shrijeet Shrey - Vice President Education

Not only is the Vice President Education the Deputy President of the Students' Union but they also sit on a number of high-level committees including Academic Board where the academic strategy of the College is decided.



Vacant - Vice President Wellbeing & Diversity

With a focus on liberation campaigns, mental and physical health provision and general wellbeing issues, the Vice President Wellbeing & Diversity is a key voice for campaigning on campus.



Hannah Hockin - Vice President Societies & Sport

The Vice President Societies & Sport has joint overall responsibility for developing the support the Students' Union offers to student groups on campus.

Our strategy.

Our mission is simple: **we're here to make student life better at Royal Holloway.**

We review our strategic plan every two years to ensure we're focusing on the right areas, with our current plan taking us through to 2024 and focusing on the following five aims:

1. Improve students' education
2. Make campus fun
3. Look after students' wellbeing
4. Make students more employable
5. Empower students to change the world around them

But we don't simply focus on what we do, we also care about how we do it and recruiting the right people is critical to our achievement of this.

You can read the full plan at su.rhul.ac.uk/strategy.



Our values.

We have five values that people across the organisation share. They represent the expectations we have for ourselves and each other, they guide our day-to-day decisions and the behaviours that we champion.

Student focused.

We understand without doubt that we exist for our members. We make sure we know how their needs are changing. We adapt.

High quality.

Quality is fundamental to achieving results. We go above and beyond expectations. We channel our energy into making things better and change or stop things that aren't working.

Inclusive.

We champion and celebrate the importance of diversity, equality and liberation consistently through our work. We are ambassadors for our organisation and speak out if something is not right.

Brave.

We embrace change and opportunity and we are not afraid to try new things. We are ambitious and constantly look for new approaches to doing things.

Trustworthy.

We make decisions based on our values and take responsibility for them, admitting if we get something wrong. We communicate with integrity, even when the message might be difficult.

Benefits.

Get that work life balance right.

We're really passionate about our staff members being able to enjoy life outside of the workplace so we've built up an annual leave package and flexible working arrangement that stands up as one of the best in the sector.

First up, you can forget about working over Christmas and New Year ever again as we give you up to seven discretionary days over the festive period. And, that's on top of the 22 annual days of contractual leave you get a year (rising by one day each year up to a maximum of 27 days) plus bank holidays, for a total of at least 37 days off a year.

That's not all. Should your birthday fall on a work day you'll also get that off as well so you can do something fun. On top of this we also offer:

- 1pm finishes on alternate Fridays during July and August
- Assisted conception leave
- 18 weeks full pay maternity leave
- 4 weeks full pay partners leave (with an additional two weeks at 50% pay)

Away from annual leave we'll always try and be flexible around your life where possible. Need to pick up the kids from school? We'll look at how we can make that work. Got to get the car in for its MOT? We can sort out a late start.

There's loads of little bits like this that come up in life and we're always willing to ensure you don't have to fret about what that means for your job. We're also pretty flexible with our working day and open to discussing all options that may be on the table.



Lap up those student discounts.

Ever get jealous you can't get discounted Spotify? Well, that's a thing of the past as we dish up a free TOTUM card for all staff members, opening up the door to a world of student discounts and special offers.

Talking about discounts, we also offer free hot drinks from our bar if you fancy a midday pick me up.

More freebies than you can shake a stick at.

Freshers' Festival is famous for the amount of free stuff that students get their hands on and as a staff member at the SU you'll also have a chance at getting in on the action. Free pizza, bottle openers, pot noodles, protein powder... you get the idea.

Alongside this, every staff member gets four free tickets to our Summer Ball (worth £300) which is held in Founder's Building every June. Think of it as a huge one day festival with 3500 students, two major stages with headliners such as Rudimental and Chase and Status, food stalls, fun fair rides and more. And if you drive to work you'll also get free parking on campus. Sometimes it's the small things that matter most.

Development and training for days.

We're all about professional development here at the SU, so we put aside specific training and development budgets to ensure you can build your knowledge and be set up for future success.

We also believe in offering academic opportunities to staff and will support you in your pursuit of qualifications. This extends to financial support alongside study leave to ensure you have the time you require to exceed and excel.

Make a difference.

You'll be working for an organisation that tackles the big issues on campus but one that has a great time doing it. You'll be joining a team of smart, friendly people who really care about the sector they work in where everything they do has a direct impact on the experience of over 11,000 students at Royal Holloway.

Despite the hard work, it's a sociable environment where we value the interactions between our team, be that at our monthly coffee and pastry catch-ups or at the pub after a busy week.

Get fit and have fun.

Fancy cycling to work? We have a ride to work scheme to help you purchase a new bike for your commute - there's also a season ticket loan scheme should you get the train in. And if hitting the weights is more your scene, we offer reduced price gym membership at the on campus sports centre.

And last but not least.

Should you live over 100 miles away, we offer a relocation assistance package of up to £1500 to individuals moving within 30 miles of Egham.

Finally, we want you to have peace of mind while working at the Students' Union and offer a death in service benefit, the cost of which is covered by the organisation. This is equal to four times your annual salary which is paid to your nearest or nominated relation should the worst happen.

A LITTLE ABOUT US

418

EVENTS HELD ACROSS
OUR VENUES

3,809

STUDENTS INVOLVED IN AT LEAST ONE
SOCIETY OR MEDIA GROUP

1314

STUDENT CASES DEALT WITH BY OUR
ADVICE CENTRE

84

UNIQUE GIVE IT A GO EVENTS
ATTRACTING 2,894 STUDENTS

153

ACTIVE AND RATIFIED STUDENT
GROUPS

300+

STUDENT STAFF

50

PERMANENT STAFF

RH
SU | ROYAL
HOLLOWAY
STUDENTS'
UNION

£650,000

PAID TO STUDENT
STAFF, PUTTING
MONEY STRAIGHT
BACK INTO THEIR
POCKETS

111

THANK YOU

111 VALUES AWARDS GIVEN OUT
TO STUDENT AND PERMANENT
STAFF FOR EXCEPTIONAL
PERFORMANCE

£4.5m in funding for the charity that was self-generated

91%

STAFF RECEIVE SUPPORT AND
ENCOURAGEMENT FROM
COLLEAGUES AT WORK

92%

STAFF FEEL IT IS COMMON
PRACTICE FOR EXPERIENCED
COLLEAGUES TO COACH MENTOR
NEW STARTERS

93%

STAFF TRUST AND RESPECT
THEIR COLLEAGUES

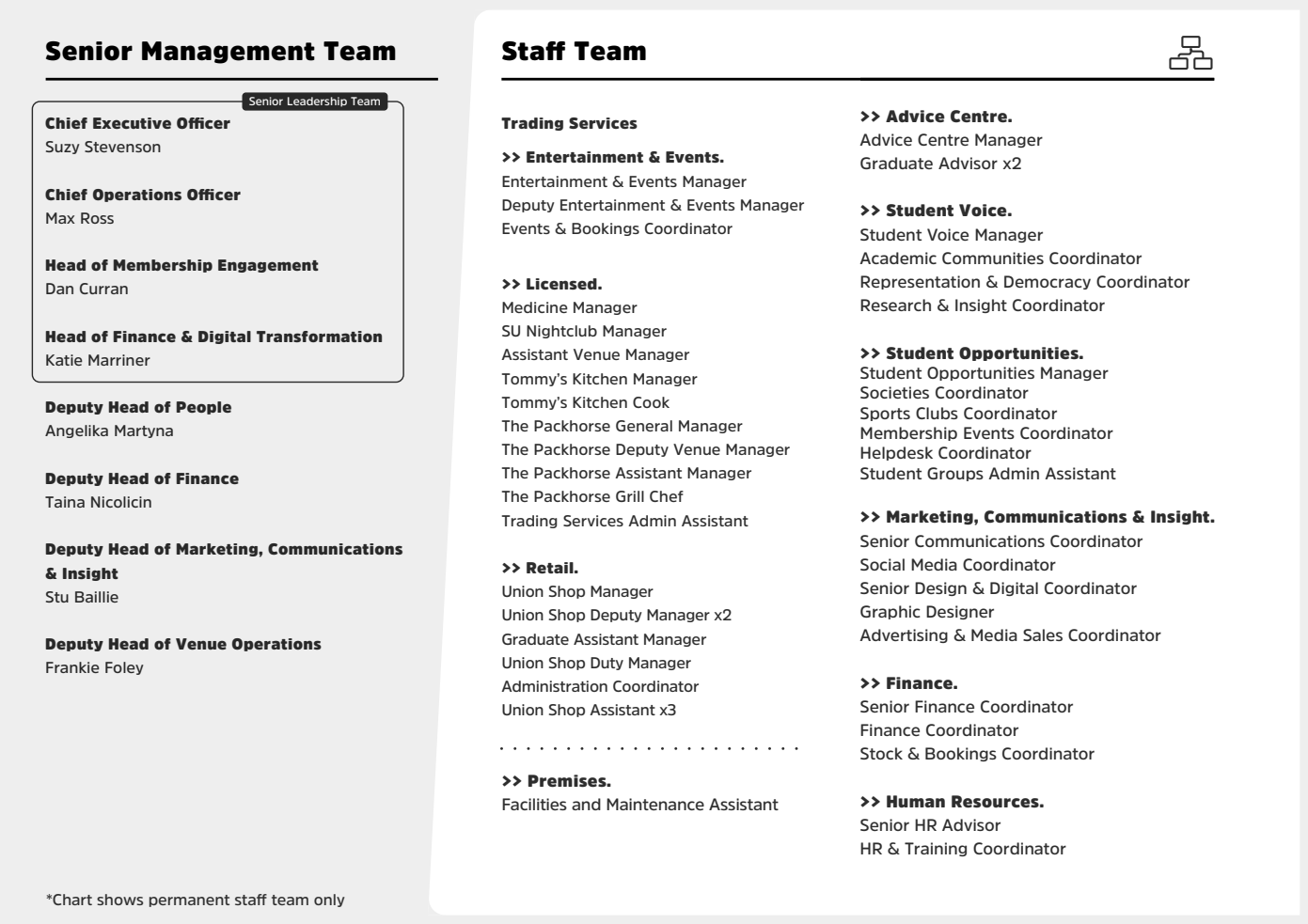
92%

STAFF FEEL THEY ARE ABLE
TO WORK FLEXIBLY WHEN
APPROPRIATE

91%

STAFF FEEL THEY ARE
TREATED WITH FAIRNESS,
RESPECT AND DIGNITY AT
WORK

Our structure.



Head of Finance

(12 month fixed term - maternity cover)

Responsible To:	Chief Executive Officer
Responsible For:	Deputy Head of Finance
Contract Type:	Fixed Term – Maternity Cover (12 Months)
Hours of Work:	17.5 hours per week (0.5 FTE)
Salary:	£58,736 Pro Rata
Purpose of Role:	<p>To be responsible for the overall financial management and relevant reporting for the organisation, developing controls, policies and procedures as required.</p> <p>To work as part of a senior management team responsible for the strategic direction and financial sustainability of the Students’ Union.</p> <p>Alongside the Chief Executive Officer, to provide strategic advice to the Board of Trustees regarding the long-term future of the organisation.</p> <p>To provide engaging leadership to the finance team and wider organisation, as an integral member of the Senior Management Team.</p>
Strategic Alignment:	<p>The role will make a significant contribution to the overall strategic success of the organisation, by working with the Chief Executive and Senior Management Team to lead the Union.</p> <p>In particular, the Head of Finance will ensure the effective use of financial resources across all teams, enabling strategic focus in the right areas.</p>

Key Deliverables.

Leadership of Service Delivery

- Lead on the strategic direction and operational delivery of the Finance function of the Students' Union, ensuring an effective, responsive and proactive service is provided across all departments.
- Ensure internal finance controls and records are maintained throughout the organisation in accordance with legislation and best practice.
- Take overall responsibility for the accuracy of financial records, including but not limited to the organisations VAT returns, payroll & pensions, fixed asset portfolio and funds.
- Own contract management for the organisation, including implementation of the fair procurement process and contract monitoring. This covers areas such a business insurance, and other high value operational contracts.
- Assume the role of trusted advisor, ensuring the timely provision of accurate and relevant information to inform strategic decision making across the organisation, including preparation and delivery of high-quality written reports for the Students' Union and university, in line with statutory requirements (Charities Act 2011, Education Act 1994).

Resource planning – Finance

- Take strategic lead on process and planning of financial resources, via the organisations budget setting process. Identify and support budget holders in gaining good financial understanding of their department, and the wider context of working within a registered charity.
- Engage with the financial understanding & literacy needs of staff at all levels, including Board members, through tailored training delivery.
- Continuously seek improvement in financial processes that supports a portfolio of commercial and membership services and wider surplus generation to support the charities operating costs.
- Prepare and maintain financial forecasts for the ongoing financial year, and the medium term in line with the strategic plan & forecast inflationary increases in expenditure.

Business Information Reporting

- Support the creation of an organisation-wide approach to impact reporting, utilising technology to capture performance and ensure data is used to continually improve services.
- Lead departmental approach to producing regular data outputs for RHSU and the university that inform the reports required in line with statutory requirements and to effect change.

Collaborative Working & Relationship management

- Continuously develop external stakeholder relationships, including but not limited to external auditors, HMRC, the University senior finance leaders, and colleagues across the wider union and charity sector.
- Act as the main point of contact for the appointed external audit partner, taking responsibility for audit planning through to completion and Charities Commission filing.
- Be an inspirational leader, that assists the finance team in their position and key support function for a complex multi service charity, encouraging collaborative working with other departments.

Staff & Financial Responsibilities

- Recruit, induct and manage direct reports in line with the organisation's policies and procedures, supporting them to grow personally and professionally
- Act as budget holder for the finance team (c£200k) in line with the organisation's scheme of delegation and financial procedures.
- Take responsibility for design and implementation of budget management processes for the organisation's annual income and expenditure budgets (circa £7m turnover).
- Seek new opportunities to realise ways to diversify income from internal and external funding sources to support the growth of the Students' Union.

As a Senior Manager

- Be personally responsible and accountable for projects and results, leading work that spans the entire organisation.
- Build effective working relationships with local, regional and national partners that furthers the work of the Students' Union, including relevant staff at the university.

- Work with colleagues to identify additional revenue streams and ways to reduce costs that can fund the further development of the Students’ Union.
- Support and mentor elected student Officers, helping them achieve their agreed objectives.
- Ultimately our Senior Managers are accountable for the delivery of our strategy and ensuring the Students’ Union delivers our mission of making student life better at Royal Holloway.

Organisation Wide Responsibilities

- Comply with relevant equality and diversity policies, promoting a healthy working environment where all individuals are valued.
- Comply with relevant health and safety policies, seeking to minimise hazards for others.
- Support the development and implementation of sustainability initiatives within the organisation.
- Comply with relevant data protection policies, ensuring General Data Protection Regulations are considered when making plans and decisions.
- Establish and maintain excellent working relationships with students, volunteers, staff and individuals outside of the Students’ Union (for example the University).
- Comply with the Students’ Union’s constitution and other governing documents, recognising and celebrating the contribution of members to leading our work.
- Work as part of a wider team, undertaking any other reasonable duties appropriate for the grade that may be required by the organisation.

Person Specification.

EDUCATION AND TRAINING

	ESSENTIAL	DESIRABLE
CCAB or CIMA accounting qualification with evidence of continued professional development.	X	
Postgraduate degree in a relevant topic.		X

EXPERIENCE AND KNOWLEDGE

Experience managing a finance function within an organisation of comparable size and complexity, with experience in management accounting preferred.	X
An excellent understanding of charity regulation & governance, with experience of working with a board of trustees of a charity	X
Demonstrable experience in building and sustaining effective working relationships with internal and external stakeholders.	X
Knowledge of, and continued professional development regarding, key relevant legislation, particularly in relation to charity finance, VAT, payroll and pensions.	X
Experience designing and delivering comprehensive finance training and resources for non-finance managers.	X
Experience or knowledge of fund accounting, particularly in relation to registered charities.	X

SKILLS AND ABILITIES

An ability to communicate to a varied group of stakeholders both in writing and verbally, employing different techniques to communicate complex financial information appropriately.	X
An ability to solve complex problems, and inspire others to work collaboratively when doing so, to ultimately deliver better services for members.	X
Resilient with an ability to work well and deal with competing demands that come from a changing environment and priorities.	X
Advanced IT skills with expert-level Microsoft Excel and an aptitude for database management.	X
Advanced technical accounting skills, particularly in relation to month and year-end closing adjustments	X
A digital practitioner with a passion for using technology to streamline services and ensure a data-driven approach.	X
An ability to be innovative and creative to maximise opportunities for growth and impact.	X

VALUES

Student Focused: Everything we do will have the students at the heart of it.	X
High Quality: Expectations are high, and we must exceed them.	X
Inclusive: We will offer a diverse range of activities and services which are fulfilling and accessible.	X
Brave: We should be bold and not afraid to challenge the status quo.	X
Trustworthy: We will ensure that we are transparent, honest and fair in what we say and do.	X
Motivational Leadership : (for management roles: actively leads, establishes expectations, accountabilities, purpose and vision, creating an environment where others can achieve optimal performance.	X

Next steps.

Simply head over to su.rhul.ac.uk/jobs, navigate to the role you'd like to apply for and fill in your contact details. Remember to add your CV and covering letter at this point when requested by the system.

We can't accept any applications that are sent direct by email so you need to ensure it all goes through our online portal. After applying we'll be in contact via email using the address you used when filling in the application form.

Finally, we wish you the best of luck in your application. If you have any questions, you can email us at surecruitment@su.rhul.ac.uk.

The legal stuff.

All positions are subject to applicants making themselves available to attend interviews, inductions and training days.

Successful applicants will need to submit proof of eligibility to work in the UK before employment. The document submitted will be photocopied and held in accordance with the Data Protection Act 2018 and UK GDPR. This will be done after an offer of employment is made.



Data protection when applying for a role at RHSU.

We're committed to data protection and it's important to know what's happening with your data when you apply for a job role. That means we'll only use the information you supply for the purposes of progressing your application (or to fulfil legal or regulatory requirements if necessary) and we'll never share your information with any third parties for marketing purposes or store it outside of the European Economic Area.

For detailed information on data protection during the recruitment process head over to su.rhul.ac.uk/privacy.

Equal opportunities.

We're committed to ensuring our workforce accurately reflects the diversity of the world we live in. We positively encourage applications from all individuals irrespective of their gender, age, home country, ethnic background, sexuality, religious beliefs or disability.

All candidates will be treated equally and all appointments made on merit. If you have any questions about any of the roles, please don't hesitate to get in touch with us at surecruitment@su.rhul.ac.uk.