

Finance & Operations Manager

Ethical Tea Partnership (ETP) is looking for an experienced manager to fill the newly created role of Finance & Operations Manager. As a member of the senior management team, the postholder will be responsible for systems development and oversight, ensuring that ETP operations in the UK and in the tea-growing countries that we work in are highly effective, enabling ETP to deliver our programmes efficiently and with confidence. We are looking for an experienced manager to strategically advance the optimisation of systems and processes spanning the areas of finance, HR and IT.

About the Ethical Tea Partnership

The Ethical Tea Partnership brings together 50 tea companies with development partners, NGOs and governments to achieve long-term and sustainable change in tea-growing communities. Its member companies range from large international brands and retailers to small independent labels. Together they account for more than 50 brands in over 100 countries.

ETP's programmes improve tea sustainability, the lives and livelihoods of tea workers and farmers, and the environment in which tea is produced. We run various programmes that tackle sensitive, complex, and deep-rooted long term issues across the globe from Africa to Asia.

Over the last few years ETP's membership and partner network has continued to grow enabling the organisation to develop and implement transformational programmes across tea producing countries. This newly created role will be instrumental in supporting this growth and delivering on our strategic plan by driving organisational effectiveness and ensuring that our systems are fit for the future.

Job Description

The Finance & Operations manager will report into the Executive Director and work closely with the senior management team to develop the overall approach to organisational effectiveness. S/he will lead on developing, maintaining and monitoring effective systems for finance, HR and IT. The role will also oversee the area of legal compliance for the organisation. The postholder has line management responsibility for a Finance Officer.

An important initial focus will be review of existing finance and IT systems to ensure greatest possible effectiveness and efficiency. The postholder will identify improvements on existing systems and, if required, research, recommend and implement new systems, taking into account new technology and best practice.

ETP has an office in London with 11 employees and 25 team members located in India, Sri Lanka, Indonesia, China, Kenya, Rwanda and Malawi. Our systems need to work well for all team members and are a critical part of ensuring that the organisation functions well as a team.

We are looking for a strong operations leader who combines experience in managing a finance function with an affinity for systems and processes, and who is also accomplished at interacting with a variety of people from different cultures and backgrounds. The ideal candidate will excel at building relationships and trust across all levels of an organisation, and will, ideally, be familiar with the reality of working in a small but growing international organisation. Substantial experience of managing financial management systems, in particular, is essential. The role will be well-suited to someone who is a highly motivated self-starter with a natural ability to multi-task and prioritise.

Experience in managing external resources and consultants and confidence in dealing with legal resources and sourcing legal advice from experts, as well as a strong interest in sustainable production will round off the profile. As a new role, this offers the opportunity to the preferred candidate to really shape this position and the internal success of the organisation.

Key Accountabilities

Organisational development & management

- Develop a strategic approach to organisational effectiveness that has buy-in across the organisation
- Review systems, oversee developments and improvements and ensure they remain fit for the future
- As part of senior management team, contribute to effective organisational leadership
- Manage relationships with relevant external consultants
- Oversee legal compliance to minimise organisational risk

Finances

- Lead on management of ETP finances including
 - Review of current systems to ensure that ETP finances, including project finances, are effectively managed
 - Liaise with, and support, accountants with preparation of annual accounts, project audits and wider statutory audit requirements should they be required
 - Oversee effective financial record keeping and reporting
 - Line manage Finance Officer

IT Systems

- Liaise with IT providers to develop and implement functionality within Microsoft SharePoint platform for more streamlined systems for e.g. project management, HR management (holiday, sickness records), membership management
- Coordinate IT hardware and software procurement, management and maintenance
- Manage and review IT support provision (longer-term) to ensure most effective support

HR

- Manage relationship with external HR advisors
- Ensure all existing policies and procedures are regularly reviewed with the HR advisors and that appropriate processes are implemented across the organisation
- Oversee systems for managing staff appraisal procedures and employee records
- With support from HR advisor ensure compliance with all laws relating to employment
- With the support of external advisors, where required, oversee learning and development system for ETP staff
 - Identify organisation knowledge / skill gaps
 - Build database of appropriate training and providers
 - Oversee process of identifying & meeting staff learning / development needs

Legal and contractual

- Manage the relationship with 4AiD, to ensure effective pro-bono legal services
- Liaise with law firms who provide either pro bono or paid for legal advice as and when appropriate
- Manage ETP contracts including filing and renewal processes
- Act as key contract point for all matters relating to GDPR
- Act as key contract point for all matters relating to competition compliance law

Person specification

- Degree and/or other qualification / relevant work experience in areas of financial and operational management in relevant field; or relevant work experience
- Proven experience in developing and overseeing strategy and implementation related to finance, HR, IT systems
- Experience in managing external consultants and service providers
- Proficiency in common IT applications including virtual communication tools (e.g. Skype, etc) as well as Microsoft SharePoint/ Office 365
- Proven ability to lead on organisational improvement projects
- Ability to think strategically and develop and implement plans for optimisations / improvements
- Ability to build and maintain relationships with colleagues and consultants, including regional teams where most interaction will be virtual
- Flexible and proactive approach to leading on a number of functions
- People oriented, with good listening skills and ability to put others at ease
- Interest in sustainable production and consumption issues
- Experience in overseeing financial systems or project financial management using multiple currencies

Additional desirable skills/experience

- Experience overseeing finance and operational functions in a small, international organisation
- Experience of using Sage Line 50 (desirable)

Additional information:

Salary range: 40-48,000

Benefits: Cycle to work scheme, 7% pension contribution, 25 days annual leave with additional 3 days leave between Christmas and New Year.

Start date: January 2019

How to apply:

To apply for this role, please submit your CV along with a statement explaining your motivation to apply to recruitment@ethicalteapartnership.org by 30th November 2018