



July 2022

Dear Applicant

HEAD OF ADMINISTRATION AND FINANCE

Thank you for your interest in the above post.

In this document you will find some background information about Wells Maltings, a job description and person specification, and an outline of the terms and conditions. We hope you find them interesting and informative.

If you wish to apply for this senior post within our organisation, we ask you please to submit to us, in electronic form:

1. Your full CV, outlining your career history and two employment references (we shall not approach references until an offer has been made).
2. A formal letter of application, incorporating a personal statement on your suitability for the role and how you meet the person specification. Please keep your letter to no more than two sides of A4.

We ask also that you complete our online equal opportunities monitoring form. This information is completely anonymous and purely for monitoring purposes, and not part of the selection process. The link to the online form is <https://www.surveymonkey.co.uk/r/MX8CH9K>. There is no obligation to do this, but it does help us.

Selection for interview will be made based on your 'fit' to the elements of the job. Don't just tell us that you are a match - give us examples and evidence. Share your achievements. It's your chance to impress us.

If you wish to have an informal conversation with me regarding any aspects of the role, please contact me direct simon@wellsmaltings.org.uk to arrange a time to talk. Please note that this is NOT part of the application process, and conversations will be limited to the role and the organisation rather than your personal suitability.

CLOSING DATE FOR APPLICATIONS 21 AUGUST 2022. Interviews will be held before the end of August, ideally in Wells-next-the-Sea, or where this is problematic over Zoom.

Applications will only be accepted electronically, to applications@wellsmaltings.org.uk. Please do NOT include anything other than specified above, as these will not be considered. We won't acknowledge receipt unless you ask us to.

Thank you for your interest.

A handwritten signature in black ink, appearing to read 'Simon Daykin', with a large loop at the start and a wavy line at the end.

Simon Daykin
Director

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Wells Maltings Trust, Staithe Street, Wells-next-the-Sea, Norfolk, NR23 1AN
01328 711378 www.wellsmaltings.org.uk
A company limited by guarantee in England and Wales no 07279065
Registered charity no 1139767
Honorary Patrons The Countess of Leicester; Mr Rupert Everett
Chair Tim Allan Director Simon Daykin

Background Information for Job Candidates



Wells-next-the-Sea is a small town and harbour at the centre of the North Norfolk coast. It is a popular seaside resort with a huge sandy beach as well as a picturesque old town and saltmarsh coast which is a magnet for artists, birdwatchers and nature lovers. Being an hour from Norwich, 2 hours from Cambridge and 3 hours from London it attracts both day trippers and longer stay visitors. Tourism sustains a great variety of independent shops and eateries and the town is often voted one of the favourite coastal resorts in England.



The Maltings is at the heart of the town and was a 19th century maltings complete with malting floors and a drying kiln. Malting ceased in the early part of the 20th century and after a period as a builder's store it has been in community use for the last 40 years. Management of the site was taken over by the Wells Maltings Trust in 2010 on a 99 year lease from North Norfolk District Council.

The Trust's vision for the Complex was for the conversion of the Grade II listed Maltings and immediate surroundings, including the separate Sackhouse, into a viable and self sustaining all year round destination for both locals and tourists, by creating a cultural heart at the centre of the community. The idea was to provide a new Heritage Centre alongside Arts, Community and Enterprise facilities, providing space for a new and improved theatre/cinema and gallery space together with some office space and meeting rooms, a tourist information centre and café.

After five years of fundraising and the success of the conversion of the Sackhouse into seven office units, the Maltings closed for redevelopment at the end of 2015. Building work on site commenced in early 2017, completing in late May 2018.



After a series of soft opening events from July, the completed Maltings complex formally opened in September 2018. It comprises:

- A 134 seat theatre/cinema
- An interactive Heritage Centre
- The Visitor Information Centre for Wells, incorporating box office and retail area
- A busy café and bar, catering for around 60 covers, plus functions in other spaces
- The Clore Community Studio - a large room for workshops, learning and community activity and for hire
- The Handa Gallery - a light and airy exhibition space, for art and installations
- The Kiln Room - used for community activity, recitals, meetings and functions
- Office and ancillary space
- The Sackhouse - small business units and community space

A full programme of events for locals and visitors alike strive to make the venue artistically vibrant and financially sustainable. Approximately 40% of the programme comprises cinema screenings, including the highly popular *Live By Satellite* events from National Theatre, Metropolitan Opera and others. The remainder comprises live drama from local, national and international touring companies, including our growing relationship with fEAST Theatre; popular music; classical music (taking advantage of the high acoustic qualities of our Kiln Room); family events, talks and community events. The Heritage Centre features a mix of professionally sourced interpretation and community created content. Audiences responses so far have been very positive, with around 70,000 visits to the centre and audience figures of well over 25,000 since opening, and a full programme of outreach activities with young people in the community and local schools.



The core staff team is led by director and CEO Simon Daykin, and covers areas such as operations, food and beverage, marketing, administration and front of house. As a charity, Wells Maltings Trust has a board of non-executive trustees, chaired by Tim Allan, who work with Simon to guide strategic progress. The Maltings also has a long heritage of volunteer support, with over 40 volunteers engaged across a range of areas and activities.

The Coronavirus pandemic has put the business under severe strain. We are fortunate to have been successful in securing emergency grants from government through Arts Council England and North Norfolk District Council respectively, as well as donations from our supporters.

Nevertheless, life in this sector continues to be tough. Without regular funding, we need to rely on renewed levels of income from returning customers and audiences, as well as new business from local people, visitors and the corporate sector. Audiences are very supportive, and we are confident that we can inspire and excite visitors and local community alike with our refreshed programmes from 2022 onward.



photography by Sarah Toon

Simon Daykin, Director, Wells Maltings Trust, July 2022

Wells Maltings Trust

Job description and person specification Head of Administration and Finance

Job particulars

Place of work: Wells Maltings, Staithe Street, Wells-next-the-Sea, NR23 1AN

Contract: Full time, salaried (subject to probation)

Reports to: Director

Direct reports: Financial Administrator, Administrator, Visitor Information team lead

Hours: 37 hours per week (full time)

Holidays: 28 days per year (inc bank holidays).

Salary: c£28,000, depending on experience

Pension: You will be enrolled in the government's National Employment Savings Trust (NEST) pension, or the Trust will contribute an equivalent amount to your personal plan.

Flexibility: Wells Maltings Trust aims to be supportive of family commitments, and is open to patterns of working hours that accommodate the post holder's personal circumstances whilst delivering the business needs. Limited home working (max 20%) can be supported.

Purpose of the job

Responsible for ensuring the smooth, accurate and efficient planning and execution of administrative and management information systems and the planning and utilisation of resources to support business and operational needs. Working closely with the Director and acting as their deputy, the postholder will provide an efficient and effective hub that adds value to the internal and external operation of the charity's affairs.

Objectives

- Oversee all financial management systems and provide periodic management information and analysis for the Director and trustees
- Develop, implement and maintain reliable, workable, cost-effective and efficient administrative systems, practices and procedures that benefit the Trust's operations
- Oversee compliance in information governance, health & safety, financial reporting
- Support human resources management across the staff team, and coordinate and develop the organisation's volunteer force
- Support the organisation as an leader in cultural and community programmes
- Oversee visitor information, box office and retail functions, and support staff and volunteers in providing an efficient, friendly and cost effective service to the public
- Support new business development through effective systems of customer communication, prospect development and business acquisition
- Act as member of the senior management team and deputise for the Director

Main tasks

Financial management

- Oversees all financial systems and support the work of the Financial Administrator, Administrator and volunteers in maintaining accurate records
- Monitor all organisational budgets, working closely with the Director, providing regular reports and analyses to budget holders
- Maintain the effective use of financial software (Sage 50 and Excel) and develop their respective functionality to achieve greater efficiency in financial information
- Oversee the Trust's bank accounts and monitor daily, weekly and monthly cashflows
- Manage the production of regular financial reports and analysis to the Director and Treasurer (trustee position), including monthly income and expenditure accounts, budget analysis, balance sheet and debtor/creditor schedules

- Contribute to forecasts for cashflow and budgetary management
- Operate staff monthly payroll and provide real-time returns information to HMRC
- Monitor periodic Gift Aid claims and VAT returns
- Contribute to periodic monitoring returns as required by funders and stakeholders
- Work with colleagues in the operation and interrogation of EPOS systems for trading activity, and assist in analysis of key ratios, stock management, pricing and wastage
- Manage the preparation of year end audit files, liaise with auditors and deal with queries (with the Director and Financial Administrator) relating to annual accounts

Administration

- Maintain, monitor and improve administrative systems and record keeping across the range of Maltings activities
- Support new business acquisition for commercial activity through effective administrative systems and customer services
- Manage workflows for direct reporting staff and volunteer admin workers
- Take responsibility for information governance within the organisation, ensuring compliance with data policies and practices
- Support and ensure compliance with charitable governance, and provide secretariat services to the board of trustees
- Manage administration and compliance relating to HR and health and safety, working closely with the Director
- Manage workflows for our external ICT support contractor in relation to problem rectification, service improvements and new installations
- Liaise with external contractors and suppliers to office and administrative functions
- Act as a liaison point for Sackhouse tenancy issues and requirements
- Present a professional and high quality service to internal and external stakeholders

Management and leadership

- Line manage the Administrator, Financial Administrator and VIC team, and support and empower them in their responsibilities, objectives and career development
- Manage and coordinate the volunteer force: supporting and coordinating their work and their attendance, providing pastoral support, leading on recruitment, induction and training, and building community links through volunteering
- Champion and promote the value of volunteering within the organisation generally
- Act as deputy to the Director as required

Support and logistics

- Provide secretariat support for the Director and board of trustees as required, including minute taking at key meetings, record keeping and diary management.
- Offer occasional support as duty manager for the Maltings premises on a rota basis
- Offer occasional event logistics support
- Work closely with other staff and volunteers in delivering the Trust's strategic aims

General

- Observe and promote the Trust's policies and procedures
- Act as an advocate and ambassador for the Trust at all times
- Be prepared for occasional evening and weekend working, in line with business need
- Perform any other duties commensurate with the post as the Director shall from time to time determine

Head of Administration and Finance
Person Specification

| | Essential | Desirable |
|--------------------------------------|--|---|
| Qualifications | <ul style="list-style-type: none"> ○ Good standard of formal education, to A level/NVQ level 3 or equivalent and including English and Maths at GCSE/level 2 ○ Higher education qualification at level 4+ (eg first degree) | <ul style="list-style-type: none"> ○ Formal higher level qualification in financial management, business administration and/or management of people |
| Experience | <ul style="list-style-type: none"> ○ Minimum 2 years' experience of financial management ○ Experience of managing and coordinating volunteer workers in charitable settings ○ Minimum 2 years' experience of administration and office practice ○ Practical experience of ICT systems for administration (Windows based systems) and finance | <ul style="list-style-type: none"> ○ Responsibility for computerised financial record keeping in a small office environment ○ Experience of managing small payroll operations ○ Work in the charity and/or cultural sector |
| Knowledge | <ul style="list-style-type: none"> ○ Up to date knowledge of ICT systems in an office environment ○ Knowledge of Excel as a tool for both presentation and analysis ○ Knowledge of financial record keeping requirements and practices for charities | <ul style="list-style-type: none"> ○ Charitable governance and compliance ○ Specific knowledge of Sage accounting software ○ Knowledge of Maltings programmes and activities ○ Knowledge of scheduling tools and EPOS systems |
| Skills and personal qualities | <ul style="list-style-type: none"> ○ Highly organised ○ People-focused and approachable attitudes ○ Accuracy and meticulous attention to detail ○ Focused on managing multiple priorities ○ Ability to work with a wide range of people ○ Ability to inspire efficient working practice amongst others ○ Team player ○ Commitment to the aims of the Maltings and its values ○ Good communication skills - written and verbal ○ A 'completer-finisher' | |

This version 26 July 2022