

**citizens
advice**

in West Sussex
North South East



Head of Finance

Recruitment Pack

February 2026

Contents



- 1. Our Mission and Values**
- 2. Overview of Citizens Advice in West Sussex (CAWS)**
- 3. Key figures from CAWS (2024/25)**
- 4. Role profile and person specification**
- 5. How to apply**

Want to chat about the role?

If you want to chat about the role further, you can contact our recruitment team on: recruitment@westsussexcab.org.uk

Our Mission and Values

We are Citizens Advice, we are the people's champion

For 85 years, we've been helping to shape a society where people face far fewer problems.

We give people the knowledge and confidence they need to find their way forward and we work to challenge the underlying causes of their problems.

Citizens Advice in West Sussex (North, South, East) is part of a network of independent, local charities. We cover a large part of West Sussex with offices across the county. We believe in a thriving community without inequalities, where people are empowered and the system works.

Our Values:



Generous

We are compassionate and collaborative



Responsible

We are informed and honest



Inventive

We are forward thinking and problem solvers

Overview of CAWS



70+ paid staff and 240 active volunteers



40,000 people supported with 138,000 issues in 2024/25



We work across 6 advice hubs and 20 outreach locations



For every £1 invested, we generate £40.17 in public value

About the Role



Working in a busy local charity, you will be a member of the Senior Leadership team responsible for overseeing the finance function and delivery of the business strategy.

As well as working with teams to partner on local bids, you will be active in our income generation plans and deliver feasibility plans for innovative propositions.

You will ensure the day-to-day finance function is high performing and compliant with our financial controls and external responsibilities.

Develop organisation wide and local project budgets, partnering with the Senior Leadership Team to ensure projects are well resourced and within budgets and advise the CEO accordingly.

Prepare and present reports to the CEO and to the Trustee Board and as a member of the Senior Leadership Team on occasion deputise for the CEO and lead in areas of business delivery.

The Role

Job Title	Head of Finance
Salary	£50,000 - £55,000 Pro Rata
Contract Term	Permanent
Hours	Minimum of 22.5 hours per week with flexibility to negotiate up to 30 hours
Place of Work	Postholder may choose their base office at any CAWS location, with hybrid working.

Role Profile

Strategic Leadership

- Actively feed into the development of the charity's strategy and business plan.
- Provide advice and support in commissioning, new business development and fundraising.
- Work with the CEO to develop financial models, provide recommendations so the charity is sustainable.
- Develop and deliver feasibility plans on income generation propositions.
- Use leadership and communication skills to ensure financial deadlines are met.

Financial Planning, Budget Setting and Reporting

- Provide strategic, financial direction, advice, and input into strategic business planning and fundraising processes
- Lead annual organisational budget setting process.
- Prepare drafts of the annual budget with individual budget holders to review and plan the budgets for their services
- Work with the senior leadership team to create project budgets and models to deliver the business plan and for new projects and services.
- Assist and partner with managers and others with oversight and control to ensure that they deliver against financial responsibilities and are accountable.
- Identify and develop efficient procedures and continuous improvement in policies, procedures, technology and software.

Management and Supervision

- Lead regular team meetings ensuring effective communication and up to date knowledge in the team and more widely.
- Manage staff through objective setting, supervisions and appraisal
- Use a range of techniques including coaching to colleagues and senior leaders across to develop their budget management skills

Role Profile



Financial Management

- Ensure completion of all accounting functions and banking requirements including invoicing, payments, BACS, Bank, reconciliations.
- Ensure the completion of all aspects of payroll, NI, Tax and operation of the pension scheme via outsourced company.
- Monitor and complete effective and efficient finance/administrative systems.
- Ensure the monthly management accounts are completed and provide analysis to the CEO and Board.
- Prepare draft annual financial accounts / supporting schedules liaise with the organisation's external auditors during the audit process.
- Monitor and ensure all legal requirements are complete as funder, national Citizens Advice, Companies House and Charity Commission returns.
- Ensure that all finances are properly administered and that appropriate financial regulations and controls are in place and procedures used at all times with accurate record keeping.
- Advise the CEO on all finance related issues and assist senior leaders to interpret financial information to make decisions.
- Draft and submit annual reports and finance reports to the CEO and the Board.

Other Duties and Responsibilities

- Ensure GDPR, safeguarding, health and safety and other policies are followed.
- Advise on financial implications of facility leases, contracted services and subscriptions.
- Support business continuity and risk management in accounts and other areas of business.
- Ensure our values including Equity, Diversity and Inclusion are upheld.

Person Specification

Attributes	Essential	Desirable	Source of Evidence
Qualifications	Hold a recognised accountancy qualification (ACA/ACCA/CIMA)		Application Form
Knowledge	<p>At least 3 years' experience of developing a range of budgets and monitoring performance including spend.</p> <p>At least 3 years recent experience of producing month-end management accounts and audited year-end financial accounts.</p> <p>Sound knowledge of accrual accountancy, VAT and charity finance including reserves and restricted funding.</p>	Able to demonstrate an understanding of strategic financial planning.	Application Form Interview
Skills	<p>Excellent organisation skills and self-motivation - able to create and follow processes, manage conflicting priorities and meet deadlines with attention to detail</p> <p>Excellent IT and digital skills applied to a finance role, working independently using a range of applications, software and Microsoft office, in particular advanced Excel skills and use of QuickBooks</p>		Application Form Interview

Person Specification

Attributes	Essential	Desirable	Source of Evidence
Skills (cont.)	<p>Excellent communication skills – ability to present reports verbally and in writing to audiences who are non-finance staff, and to explain complex information, gain information to develop budgets and forecasts, write and present reports</p>		<p>Application Form Interview</p>
Experience	<p>Charitable accounts experience including use of restricted and unrestricted funds, charity commission, companies house obligations and submitting financial returns.</p> <p>Experience of working in an income generation environment. Experience of managing leases, insurance and facilities service contracts</p> <p>Understand the Charities SORP.</p>	<p>Experience of developing financial models.</p> <p>Staff and team supervisory experience.</p>	<p>Application Form Interview References</p>
Values and Leadership Style	<p>Lead and innovate to develop systemised approaches in financial processes.</p> <p>Development teams to their full potential, building sustainability within the workforce.</p> <p>Demonstrate and understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.</p>		<p>Application Form Interview</p>

How to Apply

To apply, please send your CV and a Cover Letter to:
recruitment@westsussexcab.org.uk

If you would like to explore alternative application routes (for example, video applications) contact recruitment via the email above to discuss.



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