



Dear applicant,

Application Pack

DIRECTOR OF FINANCE & OPERATIONS

Thank you for your interest in the post of Director of Finance & Operations at Magic Me.

In the following application pack you will find information about Magic Me, the role and the person specification. Before completing your application, please read the information provided.

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Please also download and complete the following from our website:

Personal details cover sheet

Equal opportunities monitoring form



How to Apply

You will be required to complete and submit the following:

- **CV** 2 pages max
- **A Covering letter**, letting us know why you would like to work with us in this role and the skills and experience you would bring to the position, 2 pages max, 11pt minimum font size.
- **Personal Details Cover Sheet**
- **Equal opportunities monitoring form**

In order to ensure the shortlisting process is anonymous and fair, please do not include your name on your CV or covering letter. Instead, please include this information in the personal details cover sheet. Please also complete the applicant Equal Opportunities monitoring form.

Deadline for applications: Send your completed documents to recruitment@magicme.co.uk by **9am on Tuesday 1st September 2020**. We will not be able to consider applications received after this deadline.

Interviews will take place remotely on **Tuesday 8 and Thursday 10 September** via video call. We will provide a BSL interpreter or live captioning if required. Please get in touch if you require any adjustments or assistance to participate, should you be invited to interview.

If you would like to discuss this role further or discuss access requirements before you make an application, please contact Susan Langford, Director/Chief Executive via susanlangford@magicme.co.uk

Good luck with your application and thank you for your interest in Magic Me.

We welcome and encourage applications from Black and Asian candidates, and those from other minoritised ethnic communities.

Our board and staff are actively working on a new anti-racism strategy. We believe by improving the diversity within our organisation and our leadership, we will improve the quality of our work. We recognise that our current staff team does not reflect the culturally diverse communities we serve.

As Director of Finance and Operations you will play a crucial leadership role in ensuring that addressing structural racism is at the heart of Magic Me and what we do.



About Magic Me

Magic Me's mission is to bring together younger and older people in our community for mutual benefit, learning and enjoyment. We do this primarily through high-quality arts projects, where people of different generations learn together and from one another.

Magic Me arts projects challenge young and older people to stretch themselves and what they think they can do and be. Working with highly skilled and experienced artists, they learn new skills, share their ideas and feelings, and become comfortable collaborating with people who are different in age, ethnicity or life experience.

All our activities are run in partnership with other organisations, large and small; we have run hundreds of projects with thousands of people in schools, care homes, galleries, museums, open spaces and community centres. A collaborative approach with partners and with our own colleagues and participants is an essential ingredient of our successful approach. For more details of our current and recent programmes and partners visit www.magicme.co.uk

Since its founding in 1989, Magic Me has pioneered intergenerational arts practice. Our story for the past 30 years has been one of innovation and constant evolution in direct response to the specific needs of the culturally diverse communities we serve across London. At the same time our award-winning approach and published research have earned us recognition across the country and internationally. Magic Me is small, but consistently punches above its weight, pioneering new approaches, raising the bar and inspiring others.

Magic Me is a learning organisation. Time for participants to reflect on their progress and Continuing Professional Development for our artists are both integral to our approach. Our People Plan outlines the support and frameworks we offer to enable our staff to develop and give of their best. We plan to expand this in the coming year to formalise how we work with and support our freelance artists.

Magic Me's expenditure in the year to end March 2020 was just over £450,000. Our income, mostly restricted project funding, comes from a wide range of sources including trusts and foundations, livery companies, project partners, Local Authorities, corporate and individual donors. We enjoy the support of many regular and committed partners and donors across all these streams and generate earned income from training and consultancy fees, a strand we wish to grow.

The Board of Trustees are active and engaged. They meet quarterly and also work through three sub-Committees: Finance, Audit and Risk; Fundraising and HR. Magic Me is signed up to the Charity Commission's Code of Governance for small charities.



Where we are now

Since mid-March, within the huge changes brought by Covid-19 and lockdown, Magic Me has continued to work with our partners and participants, to find new ways to meet, to make and to party, in safe ways, mostly at a distance. Some of our core participants, older people, including those living in care homes, and young people in crowded, poorer, Black and Bangladeshi communities have suffered the most from the pandemic. Our services have never been more needed. Our new [At Home Together](#) programme has offered inspiring, artist-led activities which encourage interaction between people and grow intergenerational understanding, whilst relieving social isolation and loneliness.

With our staff team working from home and our freelance artists unable to meet or even talk directly to many of our participants, this has been challenging and we have had to invent and reinvent new ways of doing things. As we plan our next wave of activity from September onwards, our working assumption is that restrictions on meeting face to face will continue for many of our participants until at least April 2021. Care homes, schools and individuals are severely limiting social interaction and new lockdowns are possible. Flexibility, experimentation and constant review will need to be built into all we do.

At the same time we are working, with others, to address ongoing inequalities highlighted by the Black Lives Matter movement and the impact of the Climate Emergency. The pandemic has disrupted old patterns and practices and we need to respond. Funding patterns too are changing. Our funders are being incredibly flexible and supportive; other bids are on hold and demand for funds has never been so high. Our landlords have decided to sell-up their building and we need to leave our current office in Bethnal Green, before 31 December. This is an excellent opportunity to review what workspace Magic Me now needs, to support our highly collaborative team culture, informed by the insights from lockdown.

Since our General Manager left us in late July, we have totally reviewed this area of work. The Director of Finance and Operations role is increased in scope, in seniority and in salary level; we have grown it from 3 days to 5 days a week.

Our goal is to free up our Director, Susan Langford, from organisational management so she can focus, with our Programme Director, on leading the reinvention of our practice and programmes in the new context. The new post-holder will be a key member of the Senior Management Team, leading Magic Me through the essential changes ahead and working with colleagues to create a fresh 5 Year Plan. Key elements will include: our continuing growth across east London and Essex; seeking new income streams and innovative partnerships; our anticipated bid in winter 21/22 to become an Arts Council England National Portfolio Organisation and the beginning of long-term succession planning for our Director/Founder.



The Role

JOB TITLE: Director of Finance & Operations

Summary of role:

As the Director of Finance & Operations, you will be the chief steward of Magic Me's overall organizational health. As a key member of the Senior Leadership Team, alongside the Director and Programme Director, you will help shape & deliver the organization's strategy & vision. You will be responsible for the financial, HR and operational systems of Magic Me, the UK's leading intergenerational-arts charity. Your work will enable our team of staff and artists to design and deliver high-quality, innovative artistic programmes to an intergenerational community of participants, partners & volunteers across the UK. You will report directly to the Director.

FINANCIAL RESPONSIBILITIES

Key competencies: Understanding of charity accounting, proficiency with Xero software - or a willingness to learn quickly - and an eye for detail, along with commercial acumen to proactively help optimize systems and find innovative new financial models.

- Lead the process of creating the annual budget and strategic three-year budgets
- Act as steward of Magic Me's resources day-to-day, including supporting budgetholder colleagues to understand and manage Magic Me's finances
- Optimize and lead our financial management function creating, where needed, new systems, processes and templates
- Demonstrate commercial awareness by keeping abreast of activities within the arts and charity sector and supporting with developing new financial models, including partnership opportunities
- Generate quarterly management accounts for presentation to the Board and Committees, providing staff and trustees with the financial information they need for good decision making and planning future work
- Create financial reports on projects or grants, and work with colleagues to submit reports to funders and supporters
- Undertake regular financial administration including: monthly payroll; bookkeeping using online Xero software; paying bills; creating and chasing-up invoices; bank reconciliations; running a petty cash system; depositing cash or cheques; etc.
- Work with Magic Me's external auditor to generate annual accounts through to publication



PEOPLE RESPONSIBILITIES

Key Competencies: Experience across HR functions, excellent communication skills and good project management expertise - skilled in both developing and executing project plans.

- Lead HR for the organisation including: recruitment, vetting, contracting and inducting staff and freelancers
- Develop and manage Magic Me's People Plan for, including for staff, artists, volunteers, participants and the wider community
- Drive Magic Me's strategy and plan on special projects, including our Culture Declares Emergency and Anti-Racism Project streams in 2020
- Work with HR specialists and sector organisations to keep up-to-date with employment law and current best practice

OPERATIONAL SYSTEMS

Key Competencies: Attention to detail, general management experience, and a proactive mindset with a view to optimizing current systems.

- Be responsible for the Magic Me work space / office including: dealing with the landlord; organising insurance; overseeing health and safety; managing phones and IT equipment; contracting with suppliers, partners and clients as appropriate.
- Ensure the maintenance of an up-to-date Risk Register for Magic Me, and the Business Recovery Plan. Oversee the management of Risks relating to the core organisation and programme, ensuring that appropriate Risk Assessment and management processes are in place and are used.
- Oversee the collection of information, data and contact details in relation to Magic Me activities and ensure its appropriate storage. Act as named GDPR Data protection officer.
- Ensure that monitoring and impact data is collected and filed in ways which make it accurate and useful to inform project evaluation, planning and fundraising.
- Work with external IT support suppliers to manage IT systems including overseeing backups, security and software updates, and troubleshooting
- Lead on the writing and updating of relevant Policy and Procedures, including legal requirements around Health and Safety, Safeguarding of Children and Vulnerable Adults, Employment, Equality Diversity and Inclusion, Employment, and oversee systems to ensure procedures are followed and reviewed



GOVERNANCE

Key competencies: Rapid organizational skill, good writing skills and strong interpersonal skills.

- Act as Company Secretary for Magic Me, filing returns to relevant authorities; keeping up-to-date with relevant charity and company law and the Code of Governance for Small Charities
- Work with the Director to support good governance: preparing for Trustees' meetings and papers; liaising with the Treasurer and FAR (Finance Audit and Risk) Committee to review budgets and financial reports; liaising with HR Committee.
- Plan and co-ordinate the activities of Board Sub-Committees

PERSON SPECIFICATION

The person we are looking for will need to have and be experienced in:

- A passion for Magic Me's mission, with the ability to demonstrate a genuine commitment to inclusion and an understanding and proven experience of working within a culturally diverse community
- Financial administration and financial management for charities including: raising and chasing invoices; on-line business banking; creation of management accounts; liaising with finance professionals e.g. auditor and dealing with HMRC.
- Confident with all things financial and able to navigate, create and enjoy budgets, monitoring and reporting performance to the team, Board and all our stakeholders
- Ability to create, interrogate, organize and present data using various IT packages including Microsoft Office, Xero, the monitoring database Upshot and various social media platforms. A willingness to undertake training if required.
- Collaborative, flexible, and highly skilled in organising a diverse workload with a keen eye for detail, keeping multiple projects on track and delivered on time
- Possess excellent communication skills that enables them to connect and engage the whole Magic Me team, its stakeholders, participants and the wider community
- Ability to demonstrate tact, diplomacy and to deal appropriately with confidential information
- Willingness, energy and appetite to take on various critical projects which often occur within Magic Me - e.g. securing of new workspace for Magic Me team within Covid -19 restrictions, Co-lead with the Director the writing and delivery of an anti-racism action plan for all aspects of our organisation and its programmes.



This role provides a seat at the senior management table and allows your voice to have real impact on organizational strategy. Strong candidates will have a willingness to lean into this leadership and a proactive nature to help identify where the charity can be even better.

Core competencies of all staff:

- Spot issues with project delivery and changing external circumstances; work with other staff and freelancers to create better systems and ways of working
- Work closely with other Magic Me staff, Trustees, artists and volunteers to provide an efficient, appropriate and high quality service to our participants
- Work in accordance with Magic Me Policies and Practices including those relating to Health and Safety, Safeguarding Children and Vulnerable Adults, Equality Diversity and Inclusion.
- To undertake, from time to time, other tasks which may be reasonably required of you

Working at Magic Me

Since March 2020, all Magic Me staff have been working remotely. We plan for a gradual return to our offices from September 2020, but anticipate that flexible working structures will continue for the foreseeable future. Magic Me has provided laptops, mobile phones and furniture to staff to facilitate home working and will do so for this role as needed.

Our current office space is rented from the Young Foundation at 18 Victoria Park Square, close to Bethnal Green tube station. One meeting/work room is on the ground floor (access via 7 steps) and the main office is on the first floor, access via 20+ steps, no lift access.

The building is for sale and we will vacate by 31 December 2020. Full access is a priority for any new space we move into.

This role will involve regular meetings either in person or via video calls. It will require communication via phone/video, email and in person and using a computer for the majority of the working day.

Magic Me is a small organisation with 9 members of staff, and a pool of 16 freelance artists with whom we work regularly.



TERMS AND CONDITIONS

Location: Based at the Magic Me office in Bethnal Green, E2. Some travel locally and around London will be part of the role and travel costs incurred on behalf of Magic Me will be covered, but not travel to and from home.

Hours: Working hours at Magic Me are flexible, between 8.30am to 6.30pm, Monday to Friday, with one hour per day for lunch. This role will occasionally involve some evening work, including Board and sub-Committee meetings, and very occasional weekend work, worked within the contracted time, not as overtime.

Salary: £38,000 full-time, 35 hours per week

Pension: Employer Contribution is currently 3%

Holiday entitlement: 5 weeks per year, plus Bank Holidays, plus additional days off between the Boxing Day and New Year holidays, when Magic Me is closed.

Reporting to: This post will report to Susan Langford, Director, Magic Me

Start date: As soon as possible, but by 1 November latest

Notice: 3 months

Probation period: 3 months

DBS requirement: The post-holder will run our DBS system vetting workers and volunteers who will work regularly with children and vulnerable adults. Therefore appointment to this post is subject to an up-to-date, satisfactory, enhanced DBS check with a check against the barred lists for children and adults.

Employment requirement: The post-holder must have the right to work in the UK and will be required to provide the necessary paperwork to verify this.

Magic Me is committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

By applying for this vacancy, you consent to the safe storage and handling of any personal data you've provided us with. We will never share your data with a third-party without your consent. You can request the removal of your data at any time, by emailing

Unfortunately we will only be able to respond to those candidates who are shortlisted and are not able to give feedback to people who are not shortlisted.