

Charity Support Officer – Finance

Role profile

Job title	Charity Support Officer – Finance
Reporting to	Financial Controller
Role hours:	21-24 hours per week
Salary:	£30,500 FTE
Location:	Charities House KT12 2TZ

Job purpose

The Charity Support officer – Finance role supports the organisation's financial operations by ensuring accurate processing of transactions, maintaining financial records, and assisting with finance projects and trustees reporting. Working three days per week, the role contributes to strong financial stewardship that enables the organisation to deliver its mission effectively.

Key accountabilities

- Process purchase invoices, grants payment requests, staff expenses, credit card claims, and supplier payments in line with internal controls and approval workflows.
- Maintain resident financial records and set up monthly Direct Debits in line with internal procedures and banking requirements.
- Maintain customer and suppliers accounts in Xero
- Process quarterly tenants invoicing and ensuring all the leases are up to date.
- Process and review monthly/quarterly journals
- Process and reconcile pantry's membership charges in Xero.
- Maintaining aged debtor reports, tracking overdue accounts.
- Update quarterly KPI and review regularly the financial KPI presented to the board of Trustees.
- Maintain the charity utilities contracts and ensuring new quotes are obtained before the contacts expired. Dealing with any utilities queries.
- Complete regular reconciliations for bank accounts, petty cash, and other balance sheet items.
- Responsible for managing the Finance mailbox.
- To provide finance cover during leave times within the finance staffing team.
- Dealing with supplier and customers queries by email and over the phone.
- Maintain and update customer and supplier records in the accounting system.
- Support to Financial Controller for setting up and running consortium.

- Provide support to the Financial Controller on ad hoc finance projects such as reporting improvements, audit preparation, system enhancements, and policy development.
- No role profile can cover every issue which may arise within the post at various times, and the post holder is expected to carry out other duties from time to time which are broadly consistent with those described.

General accountabilities

- Forsee requirements of the role through good understanding of the Charity's function and key organisational requirements.
- Ensure the Charity provides an effective response to external communications.
- Any other duties as directed by senior staff applicable to the level of the post holder.
- To report any suspicions of safeguarding concerns to a safeguarding lead.
- To uphold the Charity's values and always behave in a professional manner.
- Maintain strict confidentiality and discretion as appropriate.

Knowledge/skills/experience

- Prior experience in a finance role (non-profit experience desirable).
- Strong comfort with numbers and financial concepts.
- Understanding of non-profit finance, including restricted funds and SORP requirements, is an advantage.
- Good IT skills (Word, Excel etc), and the ability to learn new systems.
- Experience with Xero and Salesforce is preferred.

Performance measures

- Demonstrates ability to quickly understand and deliver key activities of the role, being able to take increasing levels of responsibility in agreed areas as appropriate.
- Administration and record keeping is clear and consistently managed, with activities delivered to agreed timescales.
- Service users and colleagues report a high level of satisfaction.

Competencies

- Commitment to accuracy and attention to detail.
- Commitment to personal development as applicable within the parameters of this role.
- Ability to develop creative solutions to problems.
- Able to communicate clearly and effectively and to represent the Charity in a positive way.
- Ability to think ahead, to plan, prioritise and schedule workload and activities.
- Able to work as part of a small team, showing commitment to team and organisational values and goals.

To apply, please send an up-to-date CV (no more than two A4 sides) and a supporting statement setting out how you meet the requirements of the post (no more than two A4 sides) to admin@waltoncharity.org.uk

Deadline for applications: 14 August 2026

Interviews week beginning: Week beginning 17 August 2026