

Job Description

Title:	Finance, Reporting and Admin Officer
Reports to:	Head of Finance and Resources
Hours:	Negotiable from 30 hours to fulltime
Based:	Paul's Place, Shire Way, Bristol
Terms:	Permanent, 28 days annual leave entitlement (based on a full-time equivalent) Including 3 days Christmas shutdown plus bank holidays
Salary:	£25,900 to £26,900 (FTE) depending on experience
DBS Status:	Enhanced DBS with appropriate barred checks

ROLE PURPOSE

The Finance, Reporting and Admin Officer manages the CRM database to monitor and evaluate the effectiveness of Paul's Place services. This includes overseeing Member Outcome Plans and supporting staff to ensure the CRM is used accurately, consistently, and in line with the needs of all projects. The role also provides vital finance and administrative support, helping ensure financial processes run efficiently and accurately to support effective charity management. In addition, the postholder serves as the first point of contact for general enquiries, responding directly or signposting to the appropriate service or colleague.

Main Duties

Organisational & CRM Responsibilities	<ul style="list-style-type: none"> • Uphold and promote the values, mission and objectives of Paul's Place and work in line with all organisational policies. • Lead the management, development and integrity of the CRM system, ensuring accurate, confidential and up-to-date records that support outcome plans, service delivery, monitoring and reporting. • Act as the main point of contact for CRM queries, system development and liaison with the CRM provider and partners. • Gather, input, monitor and analyse service data, outcomes and evaluation information to support reporting, planning and continuous improvement. • Work with staff, the CEO and Management Team to develop CRM functionality and produce reports to support operational and strategic decision-making. • Provide training, guidance and ongoing support to staff and volunteers to ensure consistent and effective use of the CRM.
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	<ul style="list-style-type: none"> • Support organisational compliance and governance requirements, including completion of the annual Data Protection Toolkit. • Maintain accurate and confidential organisational records across CRM, finance and administrative systems.
Service Delivery, Monitoring & Quality Assurance	<ul style="list-style-type: none"> • Maintain systems for recording attendance, engagement and outcomes to support high-quality service delivery. • Monitor and analyse service data to inform planning, evaluation and reporting to the Senior Management Team. • Support the planning and administration of member programs and activities, ensuring accurate records and coordination.
Relationship Management & Communication	<ul style="list-style-type: none"> • Develop positive working relationships with staff, volunteers, members, carers and Trustees. • Act as a welcoming first point of contact, managing telephone, email and general enquiries and signposting appropriately. • Manage organisational inboxes, ensuring enquiries are handled promptly and directed correctly. • Support membership administration, annual renewals and clear communication with members. • Assist with staff and volunteer onboarding processes, including DBS checks and record maintenance.
Finance Duties	<ul style="list-style-type: none"> • Manage the finance inbox and process invoices, payments, expenses and financial records accurately and promptly. • Raise and reconcile invoices, including service user charges, local authority variations and chargeable activities. • Match and monitor incoming payments, resolving discrepancies and chasing outstanding invoices. • Input financial data into QuickBooks and support payment processing in line with financial controls. • Maintain accurate financial records to support reporting, audits and statutory requirements. • Process donations, Gift Aid claims and cash handling in accordance with procedures
Administrative Support	<ul style="list-style-type: none"> • Provide general administrative support including record-keeping, filing, ordering supplies, coordinating meetings and preparing documents. • Maintain administrative systems and ensure confidential information is handled in line with GDPR and organisational policies. • Support health and safety administration, maintenance tracking and organisational compliance tasks.

	<ul style="list-style-type: none"> • Provide flexible administrative support to managers and teams as required.
General duties	<ul style="list-style-type: none"> • Attend supervision, team meetings and appraisal processes. • Work in line with legislation, policies and procedures. • Undertake other duties as reasonably required by the CEO or Board.

Person Specification

EXPERIENCE		Essential (E) / Desirable (D)	How assessed
1	Experience in an administrative, finance or office-based role, ideally within the charity, public or voluntary sector.	E	A/I
2	Experience of financial administration, including raising invoices, processing payments, reconciling records and maintaining accurate financial data using accounting software (e.g. QuickBooks or similar).	E	A/I
3	Experience of using a CRM or database system to accurately input, maintain and report on data (ideally Beacon).	E	A/I
4	Experience of monitoring, analysing and reporting data to support service delivery, evaluation or decision-making.	D	A/I
5	Experience of providing administrative support across teams, managing records, organising meetings and handling enquiries.	E	A/I
6	Experience of supporting compliance processes such as DBS checks, safeguarding administration or data protection requirements.	D	I
KNOWLEDGE		Essential (E) / Desirable (D)	How assessed
1	Knowledge of financial administration processes, including invoicing, payments, expenses and basic financial controls.	E	I
2	Knowledge of using CRM systems or databases to record, manage and report on information.	E	I
3	Knowledge of data protection principles (GDPR) and the importance of handling confidential and sensitive information appropriately.	E	I
4	Knowledge of monitoring, evaluation and outcome-based reporting within a service delivery or charity context.	D	I
5	Knowledge of administrative systems and processes that support effective service delivery.	D	I
6	Knowledge of working within policies, procedures and internal controls.	E	I

SKILLS		Essential (E) / Desirable (D)	How assessed
1	Strong administrative and organisational skills, with the ability to manage multiple tasks, prioritise effectively and meet deadlines.	E	I
2	Confident IT skills, including Microsoft Office (Excel, Word, Outlook) and the ability to learn new systems quickly.	E	A/I
3	Accurate and consistent use of CRM and finance systems, with strong attention to detail and numerical competence for reconciling and analysing data.	E	I
4	Clear and professional written and verbal communication, able to engage effectively with colleagues, volunteers, members and external partners.	E	I
5	Ability to explain systems and processes, providing one-to-one support or training when needed.	E	A/I
7	Able to work independently or collaboratively, using initiative while recognising when to seek guidance	E	I
9	Confident IT skills, including Microsoft Office (Excel, Word, Outlook) and the ability to learn new systems quickly.	E	I

How Assessed:

A – Application / Expression of Interest

I – Interview