

RECRUITMENT PACK

Head of Finance & Resources



Page of Contents

- 1 CEO Welcome
- 2 Our Values
- 3 Job Advertisement
- 4 Job Description
- 7 Person Specification
- 9 How to Apply
- 10 Reward & Recognition

Welcome

Welcome to The Wish Centre!

As the CEO of The Wish Centre, I am delighted to extend a warm welcome to all candidates interested in joining our team as the Head of Finance and Resources.

At The Wish Centre, we are dedicated to making a positive impact on the lives of individuals and communities. Our mission is to empower people to fulfill their potential, achieve their goals, and build brighter futures. As a leading nonprofit organisation, we work tirelessly to provide support, resources, and opportunities to those in need.

As Head of Finance, you will play a key role in ensuring The Wish Centre's financial sustainability and strong governance, working closely with the CEO, Senior Leadership Team and Board of Trustees. You will provide clear financial leadership, insight and assurance, enabling informed decision-making and supporting the effective delivery of our services.

This role is suited to a skilled, collaborative and values-driven finance professional who is committed to our vision of a world free from domestic abuse. If you are motivated by purpose as well as professionalism, and want to use your expertise to make a meaningful difference, we would welcome your application.

If you need help with any aspect of the process, please contact our Head of People & Culture: stephanie.sayers@thewishcentre.org.

I look forward to welcoming a dedicated and talented Head of Finance and Resources to The Wish Centre family.

Best regards,

Shigufta Khan
CEO, The Wish Centre



Our Values

At The Wish Centre, our values shape who we are, how we work and the people we recruit.

Our Vision

A world free from domestic abuse.

Our Mission

To raise awareness, educate communities and empower individuals to live free from domestic abuse through support, safe accommodation, behaviour change programmes and training.

We are a values-led organisation and look for people who consistently demonstrate our values in their behaviour, decisions and relationships.

Our Values: H.E.R.E

Holistic

We work with the whole person and family, recognising the lasting impact of domestic abuse.

This means working with compassion, using trauma-informed approaches, collaborating with others and supporting wellbeing.

Education

We believe education creates change.

This means being open to learning, challenging stigma and sharing knowledge to improve practice.

Respect

Respect underpins everything we do.

This means being inclusive and non-judgemental, valuing lived experience and communicating ethically.

Empower

We support people to make informed choices and regain control.

This means working alongside people, focusing on strengths and encouraging independence.

What This Means for You

Working at The Wish Centre is challenging and rewarding. We are looking for compassionate, reflective people who are committed to our H.E.R.E values. If this sounds like you, we would welcome your application.

Job Advertisement

Head of Finance & Resources - The Wish Centre

Job title: Head of Finance and Resources

Hours of work: 18 hours per week

Reports to: Chief Executive Officer

Line management responsibility:

No potential for future line management responsibilities

Salary: £19,156.95 - £20,263 per annum (dependent on experience)

Contract: Permanent

Location: Hybrid- Home/ Blackburn office as required

About Us

The Wish Centre is a Lancashire based charity working to support people to be free from domestic abuse. We are committed to strong governance, accountability and sustainability to ensure our services can continue to make a meaningful difference. We are now seeking an experienced Head Of Finance and Resources to provide strategic financial leadership and work closely with the CEO, Senior Leadership Team and Board of Trustees.

About You

You are a qualified, values driven finance professional with experience of senior financial management, ideally within the charity or not-for-profit sector. You are confident working with trustees and senior leaders, able to provide clear financial insight and strengthen systems and controls. Motivated by purpose as well as professionalism, you share our vision of a world free from domestic abuse and are keen to use your expertise to support positive change.

Closing Date: 25th January 2026

To read more about the specific duties of the role, please see the full Job Description on the next page!

Job Description

Who Are We?

We support victims of domestic abuse and are unique in delivering our perpetrator education support programme. For 35 years we have been at the forefront of developing and delivering specialist services to individuals and families. Our services include a helpline, advice and IDVA service, refuge accommodation, counselling programmes for victims, schools-based programmes; behaviour change programmes, counselling services, access to free legal support, volunteering opportunities and peer support groups. We are looking for someone who can embrace and extend our support through enthusiasm, passion and drive.

Creating Safe, Inclusive Opportunities for All

At The Wish Centre, we are proud to be a Trauma-Informed Organisation, which means we approach every aspect of our work—including recruitment—with an understanding of the impact of trauma and a commitment to creating safe, supportive, and empowering environments. This approach shapes how we engage with applicants, ensuring sensitivity, respect, and fairness throughout the process.

Our values of H.E.R.E—Holistic, Educate, Respect, Empower—guide everything we do. We strive to recruit individuals who share these values and are passionate about supporting the communities we serve.

We are committed to equality, diversity, and inclusion and welcome applications from people of all backgrounds. We particularly value lived experience, and encourage individuals with personal or indirect experience of domestic abuse to join us as trustees, staff, or volunteers. If you choose to share this information during recruitment, it will be treated with the utmost confidentiality and only disclosed to the interview panel or HR as necessary.

Purpose of the Role

As Head of Finance, you will blend strategic leadership and implementation by providing strategic leadership of the charity's financial management, ensuring strong controls, high-quality reporting, and optimal use of resources. You will act as the organisation's financial expert, advising the CEO, trustees and SLT, and ensuring full compliance with charity and financial regulations

You will support the CEO and SLT to develop new commercial initiatives that align with our charitable mission, advising on income diversification opportunities, financial risks, project viability, and the long-term contribution of initiatives to our sustainability.

Key Responsibilities

Leadership & Collaboration

- Provide financial insight and advice to the senior leadership team and trustees.
- Work closely with team managers and SLT to embed financial accountability across the organisation.
- Engage in strategic discussion with SLT and the Board.

Financial Management and Reporting

- Contribute to the overall organisational governance, risk management and strategic decision making
- Prepare management accounts, forecasts, and cash flow reports.
- Lead on the annual budgeting process in collaboration with the board of trustees and SLT.
- Monitor budgets, providing clear variance analysis and financial commentary.
- Prepare year-end accounts and liaise with external auditors to ensure timely submission of statutory accounts.
- Maintain accurate financial records and ensure compliance with regulatory frameworks, including Charity Commission and Companies House requirements.
- Working with the CEO, SLT and managers input financial information when applying for contracts, commissions and grants
- Act as the lead financial advisor to the Board and Finance Committee

Operational Finance

- Oversee the outsourced bookkeeping provision ensuring that day-to-day finance operations, including accounts payable/receivable, bank reconciliations, payroll journals, and monthly close procedures are functioning appropriately.
- Ensure there is effective cash flow management and timely payment of suppliers, staff, and partners.
- Have oversight of all HMRC returns including VAT, PAYE and NI.

Grants and Contracts

- Track and report on restricted and unrestricted income, ensuring robust financial monitoring for funded projects.
- Prepare financial reports for funders and commissioners in line with reporting requirements.
- Support bid development and contract pricing, providing costings, forecasts, and financial modelling as required.
- Manage financial oversight of housing benefit claims and ensure accurate, compliant rent setting.

Systems and Controls

- Maintain and improve financial systems, policies and procedures, ensuring strong internal controls and compliance.
- Ensure the financial risk register is kept updated.
- Manage and maintain the fixed asset register, ensuring appropriate asset classification, valuation, and depreciation in line with accounting standards and charity regulations.
- Ensure finance policies are up to date and reflective of best practice.
- Oversee the finance function's use of accounting software, ensuring data accuracy and effective system use.

General Responsibilities

- Uphold high professional standards in all interactions with stakeholders, partners, and the public.
- Participate in relevant training and continuous professional development.
- Engage in the ongoing evaluation and improvement of The Wish Centre's effectiveness in meeting strategic objectives.
- Ensure compliance with The Wish Centre's Equality & Diversity Policy, Safeguarding, and other organisational policies.
- Participate in supervision, regular performance reviews, and annual appraisals.

Additional Information

- The postholder must be flexible to respond to organisational needs, including occasional work outside normal hours and travel when required.
- Line management responsibilities may develop in future.
- Must maintain professional qualifications and attend any relevant training as directed by the CEO.
- This job description is subject to periodic review in consultation with the postholder to ensure alignment with organisational priorities.

Person Specification

Qualifications

Essential

- CCAB-qualified accountant (ACA, ACCA, CIMA, CIPFA) or equivalent
- (Assessed via Application)
- Commitment to ongoing Continuing Professional Development
- (Assessed via Application / Interview)

Desirable

- Charity / not-for-profit finance qualification or training
- (Assessed via Application)

Experience

Essential

- Senior-level finance experience with responsibility for organisational financial management, reporting and compliance
- (Assessed via Application / Interview)
- Experience preparing management accounts, budgets, forecasts and cash flow information
- (Assessed via Application / Task)
- Experience working with Boards and/or Finance Committees as a trusted financial advisor
- (Assessed via Interview)
- Experience of charity finance, including restricted and unrestricted funds and reporting to funders or commissioners
- (Assessed via Application / Interview)
- Experience overseeing outsourced finance or bookkeeping services
- (Assessed via Application / Interview)
- Experience of statutory compliance, including year-end accounts, audit and HMRC requirements (VAT, PAYE, NI)
- (Assessed via Application)

Desirable

- Experience supporting bids, tenders or new income initiatives through financial input
- (Assessed via Application)
- Experience of housing benefit or supported housing finance
- (Assessed via Application)

Person Specification

Skills, Knowledge & Abilities

Essential

- Strong knowledge of charity accounting standards and regulatory requirements (Assessed via Application / Interview)
- Ability to interpret financial information and communicate it clearly to non-financial stakeholders, including trustees (Assessed via Interview / Task)
- Strong budgeting, forecasting, cash flow and financial analysis skills (Assessed via Task / Interview)
- Sound understanding of internal controls and financial risk management (Assessed via Interview)
- High level of accuracy, attention to detail and professional judgement (Assessed via Application / Task)
- Strong IT skills, including accounting systems and Excel (Assessed via Application / Task)
- Ability to work independently, manage priorities and meet deadlines (Assessed via Interview)
- Knowledge of, and ability to use Sage for Accountancy purposes. (Assessed via Application / Interview)

Personal Qualities

Essential

- Commitment to The Wish Centre's values of Holistic, Educate, Respect and Empower (Assessed via Interview)
- High levels of integrity, professionalism and ethical practice (Assessed via Interview)
- Collaborative, approachable and confident working with senior leaders, trustees and partners (Assessed via Interview)
- Resilient, adaptable and flexible in response to organisational needs (Assessed via Interview)
- Commitment to equality, diversity, inclusion and safeguarding (Assessed via Interview)

How to Apply

To apply, please complete our online application via the following link
Head of Finance & Resources Application Form

The closing date for the position is 25th January 2026.

This post is subject to a Disclosure and Barring Service check at a Standard level.

The Wish Centre is committed to promoting equality, diversity, and inclusion in all aspects of our work. We welcome applications from individuals of all backgrounds and identities.

Should you require the application in an alternative format than the link above, please email stephanie.sayers@thewishcentre.org

Staff Reward & Recognition

At The Wish Centre, we value our people and recognise the important and often challenging work they do. Our Reward & Recognition offer has been designed to be flexible, fair, and to place staff wellbeing at the forefront, ensuring support reflects individual needs.

Reward Gateway - Recognition, Wellbeing and Savings

All staff have access to Reward Gateway, our online reward, recognition and wellbeing app.

Through Reward Gateway, staff can:

- Give and receive recognition and thank-you messages
- Take part in peer-to-peer recognition, as well as recognition from managers
- Access retailer discounts and cashback, supporting cost-of-living pressures
- Stay connected through wellbeing initiatives, updates and internal campaigns

This encourages a positive culture of appreciation, connection and shared values across the organisation.

Flexible Wellbeing Choice

Alongside Reward Gateway, each staff member can choose one additional wellbeing benefit each year, allowing them to select what best supports their wellbeing.

Options include:

- An extra Wellbeing Day
- A mental wellbeing app subscription
- A wellbeing allowance for approved wellbeing activities or products
- A wellbeing hamper
- Access to Westfield Health for physical and mental health support

A Supportive, Values-Led Culture

Our Reward & Recognition approach reflects our commitment to staff wellbeing, flexibility and recognition. By investing in our people, we aim to ensure everyone feels valued, supported and empowered to do their best work.