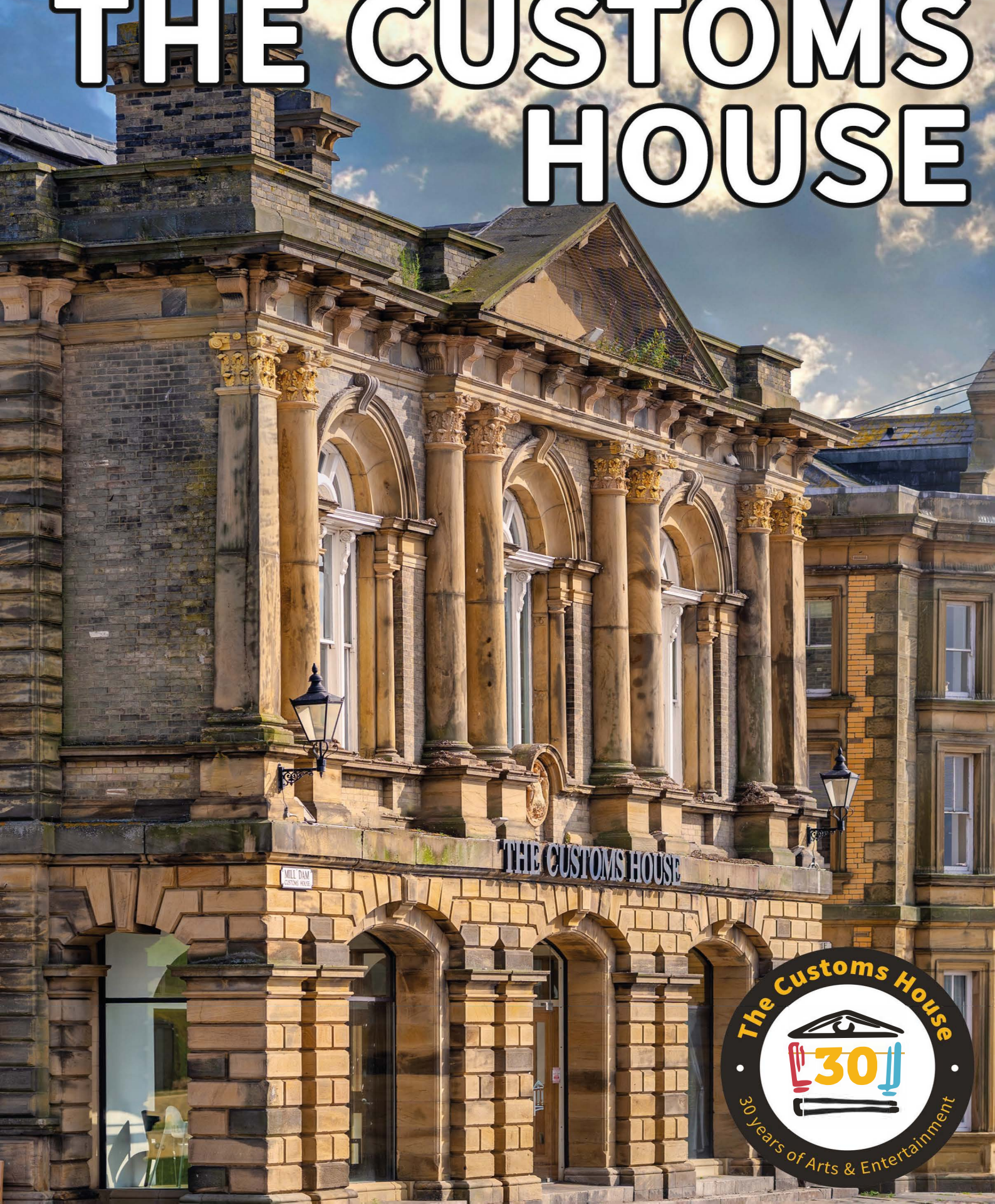


WELCOME TO THE CUSTOMS HOUSE



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Hello and thank you for showing an interest in becoming part of the team here at The Customs House.

Over more than a quarter of a century; The Customs House has established itself as a much-loved institution by the people of South Tyneside and has become a notable part of the North East cultural infrastructure. By joining us, you will become part of a team whose work is both valued and valuable to and by its community.

We are sure that in joining our Customs House family, you will have the opportunity to work in a welcoming environment to develop your experience, skills and interests and progress within your chosen career.

We look forward to meeting you soon.

Ray Spencer MBE



ABOUT US

Back in 1994 The Customs House transformed the cultural landscape of South Tyneside. After years of neglect, the 150-year-old former port of Tyne Grade II listed building was revived and reopened. Offering a brand-new stage for budding and accomplished artists, The Customs House emerged as a beacon for the arts as well as a warm, welcoming hub for creative community engagement.

The Customs House offers arts and entertainment for all, serving the residents of South Tyneside and beyond with a varied programme of live performance, cinema, visual arts and projects for children and young people.

Located on the south bank of Mill Dam, a conservation area within the town of South Shields, it has “impressive views” both across and up and down the river. The building is comprised of a 439 seated theatre, 145 seated studio/cinema, gallery spaces, restaurant, private dining room and an events suite. In addition, we offer a range of creative arts workshops and projects for young people throughout the year through our “outstanding” Learning and Participation provision. We also offer a varied programme of adult workshops across a range of art forms. We are an accomplished and respected centre for talent development, with many young people taking their first step towards a career in the arts with us. We are recognised as a centre of best practice for Arts Award, and we received national recognition for our innovative and ground-breaking work with care experienced children.

We have premiered more than 200 new plays, musicals and pantomimes, many of which have been from first-time writers and directors and have launched the careers of a host of actors. Our annual pantomime continues to delight massive audiences and grows in size and reputation each year. Well over 30,000 people enjoyed Snow White in 2019, living up to its reputation as ‘The Little Panto with the Big Heart’.



Mission, Vision And Values

Through a broad, balanced and sustainable programme of high-quality arts and cultural activities for all, we will develop the range of our partnerships, the reach of our programming and awareness of our work. We will create and promote excellent arts and cultural programmes and events that engage and involve participants, enhance the wellbeing of the communities we work with, and encourage new and diverse audiences.



FINANCE MANAGER

37 hours per week
£30,000 - £35,000 per annum
Permanent

The post holder will be responsible for the efficient and effective Management & Delivery of all financial processes within The Customs House Trust Ltd (TCH) and The Customs House Trust Green Room Ltd, contributing to and supporting any changes.

To be the main source of advice within The Customs House, concerning the organisations financial regulations and procedures, ensuring that all financial transactions are in accordance with such regulations.

You will function as the principal source of advice to the Executive Director and other senior staff with budgetary responsibility, relating to ongoing financial matters, including the budgetary position for each department and planning for resource changes.

You will also report to the Board of Trustees & Finance Committee on all financial matters relating to The Customs House and The Green Room.

Key Objectives Of The Post

- Line management of the Finance Team, ensuring that regular performance reviews are undertaken, and objectives set to ensure the smooth delivery of the finance administration function.
- Ensuring the efficient maintenance of the financial records of the organisation.
- Produce timely, accurate and relevant management accounts, cash flows and balance sheets, including commentary on significant areas and variances from budgets.
- Oversee cash-flow management.
- Establishing, developing, and managing financial regulations and controls within The Customs House.
- Preparation of year end accounts for audit and manage the process working with The Customs House external accountant and auditor.
- Processing of the payroll and payments runs on a monthly basis.
- Preparation of the annual budget liaising with the Executive Director and Senior Staff.
- Work with budget holders to review performance against budget and monitor the organisations finances overall to ensure budgets are being met.
- Investigating variances from budget with the relevant budget holders and analysing potential problems.
- Undertake cost-benefit analysis for future financial opportunities and current suppliers.
- To ensure TCH legal obligations are met in terms of payment of VAT, PAYE & NI, and pensions.
- Ensure all Theatre Tax Returns are made in a timely manner.
- Ensure all bankings are correct and accounted for.
- Ensure all gift aid claims are made in a timely manner.
- Ensure bank mandates and signatories are up to date.
- To use automated processes wherever possible to maximise efficiency and minimise administrative duplication.
- Understand regulation, legislation, and industry developments and how they will impact the organisation.
- Ensure card machines are PCI compliant.
- Monitor petty cash and maintain cash resources.
- Ensure that all outstanding debtors are chased in a timely manner.
- Ensure all payments are receipted and processed for custodian and friends' membership.
- Assist Senior Staff and the Executive Director in the completion of sponsorship agreements and funding proposals.
- Ensure the lease agreement between the Green Room and TCH is relevant, and payments are made accordingly.
- Attend all Finance & Audit Sub- Committee and Board Meetings to provide an overview of all financial matters.
- Any other duties considered commensurate with the post.



PERSON SPECIFICATION

Essential Qualifications & Experience

- Minimum of AAT level 4 (or equivalent).
- At least 4 years' experience in a finance management role.
- Experience of using cloud based financial system (e.g. Sage).
- Experience of taking accounts processes to Trial Balance stage.
- Advanced skills in Microsoft Excel.

Skills and Attributes

- Advanced organisational skills with the ability to manage tight, shifting deadlines.
- Exceptional attention to detail with high levels of accuracy.
- Good verbal and written communication skills with the ability to communicate with people at all levels.
- Enthusiastic, pro-active, able to take initiative and work autonomously.
- Positive, resilient attitude.
- Approachable.
- Effective team player. Desirable.
- Experience of payroll administration.
- Self-starter with excellent communication skills and ability to develop and maintain relationships throughout the organisation.
- Strong core business skills including influencing and negotiating, stakeholder management and presentation skills.
- The ability to interpret data, order and assess its value and then present the findings to the relevant stakeholders concisely.
- Knowledge of how financial information supports the organisation and strategic decision making with the ability to analyse financial data against the business model.

Desirable

Finance experience within the charity sector with a solid understanding of The Charitable SORP and legal compliance.

Experience of using CRM Systems (e.g. Spektrix).

EQUALITY, DIVERSITY AND INCLUSIVITY

We want The Customs House to be a rewarding and enjoyable place to work where people are treated with dignity and respect, valued for who they are and for the contribution they make. We aspire to enable people within our organisation to develop and make the most of their potential.

We always aim to ensure that our team reflects the communities we serve, and we pride ourselves on being a friendly, welcoming and inclusive organisation which works hard to support the needs of the people who work with us. We are committed to creating an environment which is accessible and inclusive.

Our aim is to offer a positive experience for all of our audiences, participants, staff and volunteers regardless of age, disability, gender, gender identity, sexual orientation, race, religion or belief or socio-economic background.

For this role we are particularly interested in hearing from people who are under-represented in the arts sector.

All public areas in The Customs House are accessible including a mobility lift to all floors and a link bridge connecting the main building to the Daltons Suite. A loop system operates in the Theatre and Studio for people who may have a hearing impairment. Our brochure is available in large print if required.



HOW TO APPLY

For a discussion about the role please contact Kelly Anders:
e: kelly@customshouse.co.uk

To apply for this position, please send your Application Form
and Diversity and Inclusivity Monitoring Form to:
e: recruitment@customshouse.co.uk

Closing Date For Applications: Thursday 15th February
Interviews: Monday 26th February

Shortlisting and Interviews

We will endeavor to notify all applicants via email if they have been shortlisted or not, however in times where high levels of applications are received, this may not always be possible.

Offers of Employment

All offers of employment made are subject to satisfactory references, a satisfactory DBS check and proof of your eligibility to work in the UK.

You can download our application documents **HERE**



**The Customs House, Mill Dam,
South Shields, NE33 1ES**

**Box Office: 0191 454 1234
www.customshouse.co.uk**



The Customs House
30 Years of Arts and Entertainment

The Customs House Trust Limited is a
charity registered in England and Wales No. 1032846