

Finance Assistant



Working with us is awesome!

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So, with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave (no that's not a spelling mistake; you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

Our Mission is Simple

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

Finance Department Vision

Our aim is to report accurate and timely financial data to enhance decision making throughout the organisation. Working as business partners with teams and individuals to increase their financial understanding, we aim to be proactive, creative and supportive in our approach.

It is important to us that all our colleagues:

- Act as an ambassador for the hospice
- Show deep motivation to make a real difference to our patients and their families
- Are kind
- Are honest, open and operate with integrity
- Are personally accountable and take responsibility for their own actions, decisions, performance and professional development
- Approach their role with fun, positivity and a growth mindset – and want to learn
- Are not scared to try new things and know that to succeed, sometimes they will have to overcome obstacles to achieve the best outcome for the hospice
- Are proactive in seeking out the information they need to do their job and in sharing information with their colleagues to enable them to do their jobs
- Listen and communicate effectively, calmly and constructively, adapting their approach to the needs and concerns of others
- Are collegiate and act as 'One Team', working in collaboration with their colleagues within and outside of their team
- Understand the impact of their emotions on themselves and others
- Show empathy when noticing unsettling emotions in others
- Speak up when they have worries or concerns and take appropriate action if their values are compromised
- Are open about when they have made a mistake and are proactive in resolving it
- Value and respect others and promote equity, diversity and inclusion

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To succeed in this role, you will have:

- Experience of working as a Finance Administrator
- 5 GCSEs at grade C/4 or equivalent
- AAT level 2 qualification or equivalent experience
- A high level of numeracy and the ability to work accurately with figures
- Organisation skills and the ability to work on own initiative
- The ability to analyse problems and develop solutions
- Demonstrable experience of Excel and other financial reporting packages
- The ability to organise and prioritise own workload
- The ability to assist with preparation of management accounts
- The ability to work to deadlines
- The ability to work as part of a team
- Excellent communication skills
- Self-motivation and be a team player

In this role you will be responsible for:

- Supporting the Finance team with the processing of transactions and reconciliations within all areas
- Download data from our Epos system, to prepare retail journals, retail reporting and bank file reconciliations on a weekly basis
- Reporting on the month end Retail income and reconciling to Sage data
- Posting fundraising transactions and reconciling to daily bank statements, analysing any anomalous data
- Receiving cash donations and ensuring the secure and prompt banking of all income
- Recording items of income onto the financial software and investigating any discrepancies which may occur
- Recording expenditure (excluding payroll), ensuring that invoices and payments are authorised in accordance with the relevant financial policies
- Transacting monthly credit card expenditure from receipts produced by departmental managers
- Producing sales invoices on Sage and maintaining timely payments from customers
- Maintaining the Petty Cash impress system and ensuring all payments are approved
- Undertaking weekly lottery banking
- Processing purchase ledger invoices through our procurement system including approval of invoices
- Preparing electronic payment batches for purchase ledger, staff and volunteer expenses
- Ensuring that all supplier and customer records are up to date with the key data sets
- Preparing both regular and ad hoc management reporting required
- Identifying quality and process improvements, proposing potential solutions
- Providing cover in the absence of a member of the Finance team
- Working closely with other members of the Finance team and across all hospice teams, contributing to the spirit of co-operation between departments, and ensuring relevant issues are communicated appropriately
- Being flexible on occasional work days, meeting the business' needs at month end

Your competency framework – you will:

Strategic Thinking and Setting Direction

- Act as a positive role model for change and innovation in a way that inspires and reassures staff, patients, and the public
- Show openness to new information and views from different standpoints and modify own thinking
- Gather feedback from patients, service users and colleagues that help you to do things better, more efficiently and improve services



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Sharing the Vision and Delivering the Service

- Support others to provide good patient care and high-quality services
- Demonstrate a culture of high achievement, showing pride in the quality of our services and acting where improvements are needed
- Participate in and contribute to organisational decision-making processes
- Use feedback on things that are working well and things we could improve to do your job more effectively

Leading People

- Help create the conditions that help the team provide mutual care and support and create pride in achievement
- Be able to receive and act upon challenge and feedback and take action to improve own performance
- Challenge colleagues in a constructive and appropriate way

In addition we will ask you to:

- Promote diversity and inclusion in all that you do
- Complete statutory training in accordance with hospice requirements
- Participate in personal development and review processes
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate
- Follow good infection control practice at all times and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work

The small print:

- This job description may be reviewed in consultation with you and in light of any changing service requirements
- The job description is not exhaustive; other duties commensurate with the post may be required from time to time

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