



Job Description: Finance and Maintenance Coordinator

An exciting job opportunity at Cardiff Women's Aid (CWA) for someone who is dynamic, inquisitive, has a passion for rights, diversity and inclusion and wants to fight alongside those who may not have a voice. We are a women's equality organisation which exists to eradicate violence against women and girls and to support survivors. We recognise that ending violence and abuse takes a whole society approach to social change, and it needs you to help us achieve this.

We have a generous benefit package:

- Generous Annual Leave Package Totalling 26 Days (plus Bank Holidays)
- Pension
- Life Assurance
- Employee Assistance Program - That Supports Your Health and Wellbeing at Home and at Work
- Flexi Working
- Paid Company Sick Pay & Emergency Dependent Leave
- Real Living Wage Employer
- Bike to work scheme, among other benefits.

Job Title:	Finance and Maintenance Coordinator
Salary:	£25,000 per annum
Hours:	Full Time, 35 hours per week
Working pattern:	Monday to Friday
Contract Type:	Fixed Term contract until 31 st July 2025
Location:	Cardiff Women's Aid locations across Cardiff
Responsible to:	Accommodation Manager
Context of Job:	Cardiff Women's Aid (CWA) offer specialist violence against women, domestic abuse, and sexual violence

	<p>services. This role is integral to ensuring the smooth financial operations and maintenance of the refuge facilities.</p>
<p>Purpose of Job:</p>	<p>The Finance and Maintenance Coordinator will balance financial oversight with practical, hands-on facilities management. Working closely with the Accommodation Manager you will be responsible for processing Housing benefit payments, maintaining financial records, and ensure that funds are allocated effectively for the refuge's needs. Additionally, you will coordinate routine and emergency maintenance, manage relationships with contractors, and ensure that the refuge meets health and safety standards, providing a comfortable environment for residents.</p>

Post open to women only under the Equality Act 2010 pursuant to Schedule 9, Part 1.

This role is subject to an enhanced DBS check. We are committed to supporting and promoting equality and diversity and to creating an inclusive working environment.

Key Responsibilities:

Financial Coordination

- Process invoices, track expenses, and maintain accurate financial records in line with organisational policies.
- Ensure timely payments, reconciliations, and month-end processes is complete
- Prepare financial reports to include financial balances, as well outstanding personal charge and housing benefit records to support management in making informed financial decisions.
- Monitor and manage all housing benefit claims related to residents, ensuring timely submission and follow-up with local authorities.
- Actively chase outstanding housing benefit payments, resolving any issues or delays in collaboration with relevant stakeholders.
- Manage resident leaver process to ensure outstanding debt is collected prior to leaving.
- Maintain detailed and accurate records of all claims and payments, regularly updating the finance system.
- Process refunds, adjustments, and other financial transactions as needed, following organisational policies.
- Petty cash handling and reconciliation.

- Purchasing of items needed for refuge services

Maintenance Coordination

- Coordinate and monitor regular maintenance activities for the refuge, ensuring all facilities are safe, functional, and compliant with health and safety standards.
- Manage relationships with contractors and vendors, scheduling necessary repairs and maintenance services.
- Conduct periodic facility inspections, identify issues, and address any immediate maintenance needs.
- Keep a log of all maintenance activities, including costs and service records, to assist with budgeting and tracking.
- Respond promptly to urgent maintenance requests and ensure a timely resolution.
- logistical administration of planned and reactive maintenance in line with needs and plans of the refuge.
- Void reporting and following void administration processes

Administrative Duties

- Assist with administrative tasks, such as record-keeping and filing
- Work closely with the refuge team to ensure alignment on facility-related needs and budgeting.
- Act as the primary point of contact for finance and maintenance queries within the refuge.
- Work closely with internal teams to address any financial inquiries related to resident accounts or housing benefits. Support staff in designing and implementing debt repayment plans, including helping them understand outstanding balances and available payment options
- Support audit preparations by maintaining organized, up-to-date records and responding to auditor queries as needed.
- Ensure the weekly completion and submission of bed loss reports
- Responsible for issuing weekly personal charge letters with accurate amounts owed, supporting staff in staying debt-free and maintaining their placements.
- Prepare monthly financial reports on housing benefit claims, outstanding payments, and cash flow projections for management review.

- Provide ad hoc support for other administrative tasks as needed.

General Responsibilities:

- Build and maintain strong relationships with local authorities, ensuring effective communication and prompt resolution of any payment issues.
- Complete internal audits for key documents, forms linked to housing benefits and activity for refuge
- Key point of contact within the refuge for staff and management, helping to create a safe, welcoming space for all who rely on our services.

It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and tasks which are not specifically covered in their job description may have to be undertaken.

Person specification

<u>Criteria</u>	<u>Essential</u>	<u>Desirable</u>
<u>Knowledge and experience</u>		
Prior experience working within a refuge, housing support, or community organisation.	✓	
Proven experience in finance or accounting, preferably in a non-profit or housing setting.	✓	
Knowledge of financial management systems and software	✓	
Prior experience in facilities or maintenance coordination is highly desirable.		✓

<u>Skills/ Qualifications/ Professional Membership</u>		
Experience in finance, accounting, facilities management, or a related field.	✓	
Knowledge of Cardiff's local services, contractors, and housing support agencies.		✓
Ability to work to tight deadlines and work under pressure	✓	

<u>Personal Qualities</u>		
Strong organisational skills and attention to detail.	✓	
Ability to communicate effectively with diverse stakeholders, including contractors, suppliers, and internal staff	✓	
Understanding of health and safety regulations related to building maintenance	✓	
Problem-solving skills and ability to manage multiple tasks efficiently.	✓	
Ability to work independently within a supportive team environment	✓	

Excellent communication and interpersonal skills	✓	
Act with integrity and respect when working with all colleagues	✓	
Open and Honest	✓	

Discretion and trustworthy, abiding to confidentiality and data protection	✓	
Commitment to Equality and Diversity	✓	
Managing and analysing data and information	✓	
Ability to speak Welsh		✓

What We Offer:

- A supportive and inclusive working environment.
- Opportunities for professional development and training.
- Competitive salary and benefits package.
- The chance to make a meaningful impact in supporting individuals and families within our community.

If you are a proactive and organised individual with a strong financial acumen and a commitment to maintaining a safe and welcoming refuge space, we would love to hear from you.

Please apply with your CV and cover letter detailing your relevant experience.