

# Job information pack

## Finance and Administration Officer



# Table of contents

|  |           |
|--|-----------|
| <b>How to apply</b> .....                                    | <b>3</b>  |
| <b>Timeline</b> .....  | <b>3</b>  |
| <b>Our approach to equity, diversity and inclusion</b> ..... | <b>3</b>  |
| <b>Job description</b> .....                                 | <b>4</b>  |
| <b>Who we are</b> .....                                      | <b>9</b>  |
| <b>Our funders</b> .....                                     | <b>9</b>  |
| <b>Where we work</b> .....                                   | <b>10</b> |
| <b>How we work</b> .....                                     | <b>11</b> |
| <b>What we offer</b> .....                                   | <b>12</b> |

## How to apply

1. Email [recruitment@sustainweb.org](mailto:recruitment@sustainweb.org) including:
  - **Your CV**  
Please label the file in the format 'CV-your-full-name'.
  - **Your supporting statement (covering letter)**  
Detail in 500 words how you meet the person specification requirements of the role. Label as 'Statement-your-full-name'.
2. **Complete the recruitment form**  
We will only accept applications where a CV, supporting statement and completed recruitment form has been received.

## Timeline

- **Application closing date:** 10am, Monday 2 February 2026
- **First stage interviews** will take place (via Zoom) on: Thursday 5 & Friday 6 February 2026
- **Second stage interviews** to take place in-person (London office) on Thursday 12 February 2026

Early applications are encouraged.

For any queries, please contact our recruitment team at [recruitment@sustainweb.org](mailto:recruitment@sustainweb.org).

## Our approach to equity, diversity and inclusion

We're working hard to create an inclusive culture, where everyone feels they belong. It's important that our people reflect and represent the diversity of the communities and audiences we serve and we value lived experience, transferrable skills and a learning mindset. If you're excited about this role but you don't meet every requirement in the job description, we encourage you to apply anyway if you have other experience and skills which are transferrable.

Sustain is an accredited Living Wage employer and participates in a disability and ethnicity confident scheme. These schemes provide an enhanced opportunity for interviews, although it does not guarantee one due to high volumes of applications.



# Job description

|   |  |
|---|--|
| <b>Job title:</b>                       | <b>Finance and Administration Officer</b>  |
| <b>Division:</b>                        | Finance and Operations   |
| <b>Reports to:</b>                      | Head of Finance  |
| <b>Accountable to:</b>                  | Head of Finance, Senior Management Team  |
| <b>Hours:</b>                           | Full-time (35 hours / 5 days per week)<br>Sustain will consider flexible working applications as per statutory legislation.  |
| <b>Place of work:</b>                   | The Green House, 244-254 Cambridge Heath Road, London E2 9DA<br>The role is office-based in Cambridge Heath, London.   |
| <b>Salary and remuneration package:</b> | £39,608 (£41,192 from 1 April 2026, subject to annual pay award process).<br>5% workplace pension matching contribution, auto enrolment rules apply.<br>20 days' Basic Annual Leave + public holidays + 3 days of office closure between Christmas and New Year (total of approx. 31 days).<br>Enhanced annual leave rises annually by 2 days to a top limit of 36 days for combined time off.<br>Non-contractual benefits include Employee Assistance Programme and Cycle to Work scheme. |

# Purpose of the role

Support Sustain's Head of Finance and Senior Management Team by delivering accurate, timely and accountable financial and administrative operations that uphold the organisation's legal duties, organisational needs, ethical and charitable aims.

## Role and responsibilities

### Financial Operations

- Prepare and process payments using BACS, cheques, card payments and petty cash, and online payment platforms.
- Generate and issue invoices, ensuring income is accurately recorded and monitored.
- Post financial transactions and maintain accurate records using Sage Accounting.
- Reconcile bank accounts and control accounts on a regular basis.

### Income, Expenditure and Controls

- Ensure compliance with financial controls and obtain appropriate authorisations for all payments.
- Work closely with project staff to monitor income and expenditure across projects and campaigns.
- Request and query supplier invoices, download monthly bills, and process staff expense claims.
- Manage petty cash, staff expenses, and supplier payments in line with financial procedures.

### Reporting and Compliance

- Assist in the preparation of management accounts, quarterly reports, and ad-hoc financial information.
- Maintain accurate records for Gift Aid, grants, or other restricted income.
- Support audit and year-end processes, including preparing reconciliations and schedules to ensure audit readiness.

### Stakeholder Liaison

- Liaise with suppliers, staff, funders, and banks to resolve financial queries.
- Ensure financial processes are communicated clearly and followed consistently across the organisation.

### Systems and Process Improvement

- Use financial systems efficiently and actively contribute to improving financial procedures and internal controls.
- Support the development and documentation of finance processes and policies.

## **Administration**

- Provide day-to-day office administrative support, including office supplies management, booking meeting rooms, document preparation, and general administrative duties.
- Monitor Sustain's shared email inboxes and respond to enquiries in a timely and professional manner.
- Assist with the preparation of contracts and agreements using established templates.
- Maintain and update the Sustain intranet, ensuring guidance and policies are current and accessible.
- Support the management of office premises, including liaising with the landlord and other tenants, and attending tenants' meetings.
- Organise catering, venue hire and ticketing for Sustain events, both online and in-person.
- Assist staff in setting up and running webinars on Zoom, providing technical support before and during sessions to ensure smooth delivery.

## **Governance and Senior Leadership Support**

- Provide proactive administrative and financial support to the Senior Management Team, including preparing and collating management information, coordinating SMT meetings, maintaining action logs, and supporting follow-up on agreed actions.
- Ensure all required documentation and personal details for new Trustees are completed, published appropriately on the Sustain website, and prepared for registration with Companies House and the Charity Commission.
- Provide administrative support for Council of Trustees meetings, including coordinating meetings (online and in-person), maintaining Trustee contact lists, and responding to Trustee enquiries.

## **Membership**

- Build and maintain positive relationships with members of the Sustain alliance and key network subscribers.
- Manage membership applications and support administrative tasks related to the Annual General Meeting (AGM).
- Prepare and issue annual membership invoices and monitor payments.

## **People**

- Contribute to the friendly and mutually supportive culture of the Sustain team.
- Support the planning and coordination of the staff learning and development programme, including organising training sessions and sourcing training providers.
- Support the recruitment process by working up job packs with hiring managers, advertising and promoting vacancies, collating applications and equal opportunities monitoring data, arranging interviews and requesting references.

- Assist with new staff inductions and provide ongoing administrative support to the staff team.
- Manage the Roots to Work platform (Sustain's food and farming sector job board).

### **Equity, Diversity and Inclusion**

- Coordinate and contribute to internal action groups focused on creating a more inclusive and diverse workplace.
- Collate data for annual submissions to The RACE Report and monitor progress against key equity, diversity, inclusion and anti-racism indicators.

### **Fundraising and Grant Management**

- Oversee the organisation's grant management system, ensuring accurate data input, maintaining up-to-date records, and producing reports to track progress, support fundraising activity and effective funder stewardship and management oversight.
- Provide administrative support to assist the fundraising process.

**Note:** This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the charity. The post-holder will be expected to participate in this process, and we would aim to reach agreement on any changes.

# Person specification / What we're looking for

[E] - Essential / [D] - Desirable

## Skills, abilities and attitudes

- Aptitude for processing and managing financial/numerical data, with strong numerical accuracy and attention to detail [E]
- Proficiency in handling and analysing data [E]
- Good communication with clear, concise written and verbal skills and the ability to interact with a range of people [E]
- Excellent organisational skills with the ability to manage multiple tasks and meet deadlines [E]

## Knowledge

- Knowledge of accounting and bookkeeping [D]
- Knowledge of charity finance [D]

## Experience

- Experience of event organisation (both online and in-person) [E]
- Experience in a finance or accounts relevant role [E]
- Experience using accounting software (e.g. Sage, QuickBooks, Xero or similar) [D]

## Attitudes and personal qualities

- Commitment to equity, diversity, inclusion (EDI) and racial justice [E]
- Professional, diplomatic, collaborative, personable and friendly [E]
- Energy, enthusiasm, creativity and tenacity [E]
- Willingness for continued professional development [E]
- Commitment to sustainable food and farming [D]

## Who we are

Sustain is a **powerful alliance of organisations** and communities working together for a better system of food, farming and fishing, and cultivating the movement for change. We represent over 100 food and farming organisations.

Together, we advocate food and agriculture policies and practices that enhance the health and welfare of people and animals, improve the working and living environment, enrich society and culture, and promote equity.

Working in collaboration, we:

- Develop networks of people and organisations to devise and implement projects and campaigns, and to provide a platform for recognition and replication of pioneering work.
- Run highly effective and creative **campaigns**, advocacy, networks and demonstration projects, aiming to catalyse permanent changes in policy and practice, and to help equip more people and communities with skills as change-makers.
- Advise and negotiate with governments, local authorities, regulatory agencies, funding bodies and other decision-makers to ensure that legislation and policies on food, fishing and agriculture are publicly accountable and socially and environmentally responsible.

## Our funders

All the campaigns and projects at Sustain are funded by charitable trusts and foundations, donors and supporters who are an integral part of our successes, which has led us to receiving many awards. We are fortunate to have received grants from a wide range of funders for specific projects and campaigns, and we continue to fundraise to improve food and farming for all.

## Where we work

A lovely working space is really important so we're happy to show you where we work. Our offices are a short walk from Bethnal Green tube station (Central Line) located in a vibrant part of London, with easy access to shops, Victoria Park and the Regent's Canal tow path.

We work in an open plan office with plenty of natural light and of course we have many plants, and we offer free tea and coffee.

There is a wide variety of private meeting spaces available in the building, and we also have access to a green roof-top terrace complete with trees, plants and views across London.

We also enjoy discounts in a few local shops which helps to keep the local economy thriving. Museums and parks a short walk from the offices also gives you plenty of opportunity to explore the neighbourhood during lunchtimes.

### [Map link](#)

**The Green House**  
**244-254 Cambridge Heath Road**  
**London E2 9DA**



## How we work

We offer a wide range of hybrid working patterns and are supportive of flexible working, however this may not be suitable for all roles. Some colleagues may work from home for part of the week, and most are expected to attend certain meetings and events in-person. Some roles require more office presence than others due to the nature of the role.

Everyone is expected to work collaboratively with colleagues and in the communities or networks where our projects are delivered.

Continuous Professional Development is as important to us as it is to you, and we offer a wide range of in-house and out-sourced training suitable for a wide variety of job roles.



One of the reasons I joined Sustain was to make a difference to our planet and our communities. I've always been passionate about food, our environment and a fairer world for all. Working with colleagues who share the same passion and values is wonderful.

# What we offer

Please note that these benefits are non-contractual.

## Flexible working hours and TOIL

- Flexible and hybrid working options after probation. We have a flexible approach to working and provide Time Off in Lieu when staff are required to work occasional evenings or weekends.

## Hybrid and homeworking

- Some roles are suitable for a combination of hybrid and home working, while others are more office based, allowing for collaborative working, skills sharing and peer support. We expect all colleagues to spend at least half of their working time at the office.

## Welcoming office space

- Weekly organic fruit box for the office to share.
- Free secure indoor storage for bicycles and shower facilities.
- A fully equipped London based office.

## Time off and volunteer day

- 20 days annual leave for full-time employed staff plus bank holidays (pro-rated for part-time workers).
- Office closure between Christmas and New Year.
- 1 volunteer day per year.

## Pension

- Automatic pension enrolment with Nest with up to 5% (subject to review) employer contributions, with an ethical investment option.

## Health and wellbeing

- Enhanced sick pay.
- Employee Assistance Programme, giving access to confidential advice on mental health and wellbeing.
- Cycle to Work scheme.
- Eye care vouchers.
- Access to membership of CSSC for discounted days out, savings, sports and wellbeing.

## Making a difference in the world with our friendly supportive team

- An opportunity to work on pioneering projects at a local and national level.
- A collegiate set up within an established charity.
- A friendly, creative and sociable team.
- Job related training opportunities.