



# Candidate pack

Role: Accounts Payable Finance Officer



British Heart  
Foundation



# Contents

- Welcome letter from Martin Miles .....3
- About British Heart Foundation .....4
- Being a responsible charity .....5
- Our strategy to 2030 .....6
- Equality, diversity & inclusion .....7
- Our values .....9
- Our benefits .....10
- Job description .....11
- How to apply .....14

# Appointment of Accounts Payable Finance Officer

Dear Candidate,

Thank you for your interest in our role of Accounts Payable Finance Officer at British Heart Foundation (BHF).

It is my privilege to lead the Finance, Risk, Planning & Legal team for one of the UK's largest charities and the nation's leading independent funder of heart and circulatory disease research.

British Heart Foundation is strong, highly effective and well respected nationally and internationally. Every day we turn to research for hope, which is funded solely by the generosity of our supporters. At BHF, we know the only way to get closer to a world free from the fear of heart and circulatory diseases is to invest in pioneering research that has the greatest potential to improve and save lives.

As Accounts Payable Finance Officer you'll support the team and take responsibility for delivering a high-quality service in terms of timely, accurate and efficient entry of BHF expenditure onto our central accounting system


We want an exceptional colleague who exemplifies and champions our values; brave, informed, compassionate and driven. It's an incredibly exciting time to be part of our team. We are more ambitious and determined than ever – because the potential cures and treatments we need are in sight. You could be part of getting us there sooner, so thank you for your interest.

BHF is also proud that we are working towards being a truly diverse organisation, with an Equality, Diversity and Inclusion (EDI) strategy, Igniting Change, which sets out a roadmap of the changes we want to see by 2025. Our growing commitment to equality and diversity spans across our organisation and we pride ourselves in being an inclusive employer who puts diversity at the heart of everything that we do.

So, if you feel you have the skills and experience that we are looking for, and you share our determination to help fund lifesaving research, then we would be delighted to hear from you.

Martin Miles  
Chief Finance Officer





“CPR and heart surgery saved my life when I was six. Research made that happen.” - Jady Briggs

# About British Heart Foundation

For more than 60 years, British Heart Foundation has been at the forefront of cutting-edge research that has saved and improved millions of lives. But, despite this progress, our work is needed more than ever today. Over 7 million people are living with heart and circulatory diseases in the UK - that's our parents, grandparents, children and siblings. Heart and circulatory conditions remain the biggest killers globally.

We raise money to fund research that helps to save and improve lives, and to support people affected by heart and circulatory diseases. These diseases can affect anyone.

For over 60 years we've been a leading independent funder of research into heart and circulatory diseases. We are the UK's largest charity retailer with around 700 stores, an employee base of over 4,000, supported by a further 18,000 volunteers.

Our lifesaving work is primarily advanced through long-term investment in medical research. We have £437 million of BHF-funded research underway, with an aspiration to invest in excess of £1 billion in research over the next ten years.

We have so much to be proud of. But we know we're just scratching the surface of our true potential. And the challenges we face are as grave as ever.

There is nothing more precious than our hearts. But the tragic reality is that millions of people's hearts are at risk. Mounting numbers of people face an agonising wait for care, while many more live in hope of treatments and cures that could save or improve their lives.

At the same time, we stand at the precipice of revolutionary scientific advances. From unleashing the power of artificial intelligence (AI) and Data Science which could stop heart attacks and strokes, to finding revolutionary gene editing cures to end sudden cardiac death.

We need more support. By joining British Heart Foundation, you could help us bring hope to people living with heart and circulatory diseases in the UK.



# Being a responsible charity

We've become a more socially, environmentally and financially sustainable organisation.

Our core purpose is to save and improve the lives of people affected by heart and circulatory diseases. We raise money to fund research to find cures and develop treatments for the world's biggest killers. And we are determined to do this in a responsible way.

Climate change, environmental sustainability and social inequality are some of the critical challenges of our time and are clearly highlighted in the UN's Sustainable Development Goals. Our own health is dependent on the planet we inhabit, and the way societies are structured, which are often unfair and unequal on its people. We recognise our responsibility and the important role we play in tackling these issues.

Our strategy to 2030 highlights our commitment to being a healthy and inclusive place to work and a leading force for good in society. We are proud of our progress in the area. Our retail activities contribute significantly to the UK's economy and communities. Our EDI 'Igniting Change' strategy demonstrates

our commitment to improving equality, diversity and inclusion in all areas of our work, and we have programmes underway to reduce the environmental impact in many areas – from our transport to our supply chains. But we want and need to do more.

In response to soaring energy costs, we formed an Energy Efficiency Task Force and launched an energy awareness campaign, You Have the Power, to share energy saving information with BHF colleagues and volunteers.

Overall we were able to reduce our consumption by 10% over 2022-23. We will continue to explore energy efficiency improvements and to give our staff and volunteers more power to reduce energy consumption while providing a safe and comfortable working environment.

Funding animal research is not a decision we take lightly. You can read more relating to our commitments in research [here](#).

# Our strategy to 2030

Inspiring support, accelerating breakthroughs, saving lives.

BHF has never been more needed. But we're poised and ready to meet this moment.

Our strategy is a commitment to helping achieve this vision, and sets out the objectives and activities we will prioritise in the years ahead.





Team BHF attending Birmingham Pride 2023

# Equality, diversity & inclusion

Our push for equality, diversity and inclusion takes many forms, including how we manage our organisation, and how our research funding helps to tackle health inequalities.

Reducing heart and circulatory disease health inequalities is an important part of our strategy to 2030. The ongoing work of Kaleidoscope, our equality, diversity and inclusion group, as well as our Research Inequalities Working Group, demonstrate our commitments to improve equality, diversity and inclusion for our staff, our volunteers, and our funding activities. We want all of our BHF colleagues to have development and progression opportunities, and to embed a more inclusive culture throughout our organisation. Our EDI strategy, Igniting Change, sets out our roadmap of the changes we want to see by 2025.

Our Kaleidoscope group is made up of representatives from across the organisation. Our activities encompass accessibility to work and progression for those with care responsibilities, working parents, those with disabilities and long term health conditions, different age groups, those from underrepresented ethnic backgrounds, LGBTQ+ individuals and many more forms of diversity, visible and invisible.

We have a number of affinity groups within the organisation. These include spaces for working parents, individuals from different religious, racial, and ethnic backgrounds, members of the LGBTQ+ community and those with disabilities and long term health conditions. These are designed to be spaces for colleagues to feel connected, included and heard.

Whilst working for BHF, we actively encourage our colleagues to feel safe to bring their true selves to work. We strive to create a culture where colleagues are inquisitive about diversity and keen to get involved in all activities which make individuality and inclusivity part of what we do every single day

We want to fund lifesaving research for everyone. We can help to achieve this by welcoming colleagues from all backgrounds to come and be part of our BHF family.

# Building an inclusive and supportive environment

Many heart and circulatory diseases are diseases of inequality. Our equality, diversity and inclusion (EDI) strategy, Igniting Change, recognises that everyone's circumstances are unique. We are committed to funding lifesaving research for everyone, and we are committed to being an inclusive employer.

Whilst working at BHF, we actively encourage our colleagues to feel safe to bring their true selves to work. We strive to create a culture where colleagues are inquisitive about diversity and keen to get involved in all activities which make individuality and inclusivity part of what we do every single day

## Improving diversity in research

Making the world a fairer place is an important goal, one that we are proud to contribute to by tackling inequalities in cardiovascular health, improving the diversity of our research workforce, and making BHF a more inclusive place to work.

We want to have achieved greater inclusivity in the funding and the design of research, as well as in the cardiovascular research community. We have focused on collating data that defines our starting point, so we can take the right action to improve diversity.

We've published our first research funding diversity report. The report provided valuable insight that is helping us shape our future actions to address under-representation in our research community.

## Staff engagement

Listening to our colleagues, and understanding what matters, is always the first step in improving the employee experience.

Our highest scoring areas in the latest colleague engagement survey were goal setting, fair treatment, responding appropriately to instances of discrimination and that BHF has created an environment where people of diverse backgrounds can succeed.

## Heartfest

In June 2022 we held our first ever Heartfest, an online festival that brought BHF colleagues together to celebrate our work and give everyone a chance to reconnect with each other and to our cause.

Heartfest has since been a yearly event, growing each year and incorporating both online and in person events at BHF offices and shops across the UK.

## Celebrating Pride

Pride is a chance for us to learn and show support for the LGBTQ+ community. BHF colleagues have taken part in Pride events across the country since 2018, including Pride marches in Edinburgh, Cardiff, Belfast and London.



# These are our values

We are proud that the work we do is funding groundbreaking, lifesaving research that one day could see a world free from the fear of heart and circulatory diseases, including conditions such as heart attacks, stroke and vascular dementia.

That's why our values are key to defining who we are, how we do things and how we can achieve our ambitions so that every pound we raise funds the science that keeps millions of hearts beating.



## We're brave

We speak out. We're decisive. We're innovative.



## We're compassionate

We're open and honest. We respect others. We care.



## We're informed

We're clear. We're open minded. We're work together.



## We're driven

We're focused. We're determined. We keep learning.



# Our benefits

We all achieve more together when we're happy and healthy

As a world class organisation, we offer competitive salaries and an attractive package of benefits, designed to support the health and wellbeing of everyone who works here.

Our generous benefits include:



## Annual leave

Our annual leave allowance of 30 days plus bank holidays is among the best in the sector.



## Healthcare

We offer employees private healthcare, dental health cover and a contribution towards your gym membership.



## Family leave

We offer 12-weeks' pay package for all family leave including maternity, paternity and adoption leave and are committed to offering returning parents and guardians the opportunity to work flexibly.



## Live well. Work well.

Heart health is central to our mission, and that starts with you. We provide a programme of activities, opportunities and guidance to inspire and support you to live a healthy and happy life, at home and at work.



## Support leave

We offer a holistic support leave of up to 10 days leave to support colleagues in time of uncertainty, where you may need to take additional time away from work to support yourself or others during a life event, such as caring responsibilities, bereavement, and specialised medical appointments.



## Pension

Our generous pension scheme will support you to save for your retirement. You can contribute a minimum of 3% but can increase this to 8% or more, with employer contribution starting at 5% and increasing to a maximum of 10%.



# Job specification

## Job description

Job title	Accounts Payable Finance Officer		
Directorate	Finance, Risk, Planning & Legal		
Team	Finance		
Reporting to	Accounts Payable Team Leader	No. of direct reports	0
Agility contract type	Blended (Home & London Office)		
Location	Greater London House, London NW1 7AW		
Budgetary responsibility	N/A		
Job level	7	Date	Jan 2025

## Role summary

In support of the Accounts Payable Team Leader, this role will:

- Take responsibility for delivering a high-quality product in terms of timely, accurate and efficient entry of British Heart Foundation (BHF) expenditure onto the accounting system.
- Establish, develop and build good relationships with colleagues in all areas of the BHF in order to support colleagues' needs through the P2P process.
- Should be professional and customer focussed with good communication skills (both verbal and written)



## Key responsibilities

---

In support of the AP Team leader to maintain a highly controlled and efficient accounting operations function for AP, this role should take responsibility for delivering a high-quality product in the following areas:

### Operations

- Make sure that all financial transactions are accurately captured in the accounting system, support owners of linked systems to ensure that they are clear
- Efficiency in processing, minimise data capture errors and ensure payments are within the terms
- Ensure all payments the BHF makes are supported by appropriate authorisation from an operational Budget Holder (or someone authorised to sign on their behalf)
- Act as system advocate and provide support and training for users of AP systems (selected staff only)
- Achieve Key performance indicators and individual targets agreed and set by AP Team leader
- Processing of expense claims and GPC transactions to ensure all transactions are coded and authorised to meet month end deadlines and meet agreed service levels
- Processing of research invoices accurately and to meet deadlines
- New supplier set up, follow agreed procedures and controls to ensure that suppliers are set up (and changes made) in a controlled manner and delivered to agreed service levels
- Opening of mail and following procedure, escalating the legal/demand notices
- Dealing with coding of invoices and rejections in accordance with agreed procedures
- Monitor and follow up aged items with the business owners to ensure invoices are processed within the time frame
- Perform to agreed process/procedures to ensure the optimum levels are maintained to achieve the KPIs
- Reconcile supplier statements and follow up all outstanding queries and raise any issues to the supervisor
- At all times be alert to the threat of fraud and to alert AP Team leader, AP Manager or any senior member of staff with any suspicions, doubts or concerns
- Other duties relevant to the scope of the role and directed by the AP team leader

### Stewardship

- Understand the needs of internal customers and with them develop agreements of levels of expected service and ensure deadlines are met
  - Work closely with the AP team lead to follow Audit requirements and to ensure that any relevant findings are acted upon with appropriate remedial action in a timely fashion for AP
-



## Key responsibilities

---

### Business partnering

- Understand the needs of customers and raise the profile of finance through provision across the AP team of best-in-class service both internally and externally

### Team & development

- Develop effective and mutually supportive working relationships across finance
- Promote a culture of accountability across all finance teams, ensuring quality control
- Assist with telephone calls and answering the telephone in a confident and professional manner
- Develop good communications channels with line manager and team members to maintain good customer service and confidence in the team.
- Customer liaison and support, working through others to ensure effective processing activity on all aspects of accounts payable –immediate, responsive and proactive
- Task rotation – as a key element of this role, AP finance officers will take part in periodic task rotation and will be required at times to provide cover across the team



## Person specification

### Knowledge, training and qualifications

---

- Proficient IT skills
- Knowledge of financial application software packages

### Experience

---

- Relevant experience and proven technical strength across accounts payable
- Experience within Accounts payable and basic accounting principles including VAT
- Experience working in a high-volume environment
- Preferred experience in financial application software packages

### Skills and attributes

---

- A self-starter, a good team player and ability to be pro active
- A can-do attitude
- Strong attention to detail
- Analytical approach to data with problem solving skills and a logical approach
- Ability to work effectively and as part of a team to form good working relationships
- A commitment to the wider work of the BHF
- Excellent communication skills including written and verbal, at all levels and ability to communicate finance information to non-finance staff.
- Able to identify and solve any issues which arise using their own judgement, being proactive and seeing the task completed (ie end to end)
- Provides prompt and efficient service to the finance department and across BHF both externally and internally to ensure agreed service levels are met
- Able to manage their workload with direction from the team lead
- Able to make straightforward decisions regarding their own work and escalate more complex issues to the team lead, to ensure there is consistency
- Good communication skills, able to work with and influence customers to follow established processes
- Be professional and customer focused at all times

### Safeguarding

---

At British Heart Foundation (BHF), we are committed to creating a safe and rewarding environment for all of our people to work and volunteer. This means we have a robust safeguarding policy to ensure everyone is treated properly, and a whistle blowing service so people can raise any concerns they have confidentially.

---



# How to apply

To apply for this role please use the apply button via the jobs page on our website. Our process involves submitting your CV and a supporting statement, which should outline your interest and explain how you meet the criteria stated in the person specification.

All applications are managed by our Recruitment team. If you wish to speak with a member of the team regarding the role and your application please contact them on [careers@bhf.org.uk](mailto:careers@bhf.org.uk)

Should you need any adjustments to the recruitment process at application stage please contact the Recruitment team on [careers@bhf.org.uk](mailto:careers@bhf.org.uk)



**British Heart  
Foundation**