

Finance Director Finance Grade D1

Reporting to:	Chief Executive Officer
Direct reports:	Finance Controller IT Manager
Working Pattern:	5 days out of 7 (1-hour unpaid lunchbreak), predominately Monday to Friday but occasional weekend working required for events and crisis rota.

About Us:

Twycross Zoo is a conservation and education charity with a national and international reputation for its work protecting endangered species, advancing conservation science and inspiring people to care about the natural world.

For more than 60 years, we have combined excellent animal welfare, conservation action, education and memorable visitor experiences to create meaningful impact for wildlife and communities. As a charity, every decision we make is guided by our purpose, whilst our commercial activities help generate the resources needed to support our mission.

We are an ambitious organisation with a clear strategic vision and a commitment to continuous improvement, sustainability and long-term conservation impact. Our people play a vital role in helping us deliver that vision, creating a culture that is collaborative, values-led and focused on making a difference.

As both a conservation charity and a significant visitor attraction, Twycross Zoo offers a unique environment where purpose and commerciality work hand in hand.

The Role:

Reporting directly to the Chief Executive Officer and working closely with the Board of Trustees, the Finance Director is responsible for providing strategic leadership across the Charity's finance and technology functions.

As a member of the Senior Leadership Team, the Finance Director will help shape and deliver the Charity's strategy, support major investment and commercial decisions, and ensure the organisation's long-term financial sustainability.

The Finance Director will act as a trusted advisor to the CEO, Board and Senior Leadership Team, providing insight, challenge and commercial perspective to support effective decision-making. The role is accountable for ensuring strong financial governance, risk management and regulatory compliance, whilst leading the development of financial systems, technology and organisational capability that enable Twycross Zoo to achieve its strategic ambitions and conservation mission.

Key Objectives:

- Provide outstanding strategic and financial leadership across the Zoo.
- Support delivery of the Zoo's strategic plan and long-term sustainability objectives.
- Lead financial planning and oversight for major capital projects, including the Global Conservation Centre.

- Drive commercial performance and diversification of income streams.
- Maintain strong governance, compliance and financial controls.
- Ensure financial resources are effectively deployed to maximise conservation impact.
- Act as a trusted strategic advisor and partner to the CEO, Trustees and Senior Leadership Team.

Key Responsibilities

Strategic Leadership

- Contribute to the development and execution of the Zoo's strategic plan.
- Act as a key advisor to the CEO, Board and SLT on financial and commercial matters.
- Lead long-term financial planning and scenario modelling.
- Identify opportunities to support sustainable growth, investment and diversification of income.
- Provide constructive challenge and insight to support effective decision making.

Financial Strategy and Performance

- Lead budgeting, forecasting and financial planning activities.
- Ensure robust management reporting and financial analysis.
- Monitor performance against agreed financial targets and KPIs.
- Lead cashflow management and planning.
- Support investment appraisal and business case development for strategic initiatives.
- Ensure financial resources are aligned to the Charity's priorities.

Capital Projects and Commercial Growth

- Provide strategic financial leadership on capital projects.
- Work with internal stakeholders and external partners to monitor project funding, expenditure and financial risk.
- Evaluate commercial opportunities and support business development initiatives.
- Ensure investment decisions support long-term sustainability.

Governance, Risk and Compliance

- Lead financial governance across the Charity.
- Act as Company Secretary.
- Act as the Data Protection Officer. Provide executive oversight of data protection, information governance and cyber security, ensuring the Charity maintains appropriate compliance, governance and risk management arrangements.
- Support the Board, Audit & Risk Committee and Trustee governance processes.
- Maintain effective risk management frameworks.
- Ensure compliance with Charity Commission, Companies House, HMRC and Charity SORP requirements.
- Lead the annual audit process.
- Oversee the Charity's insurance arrangements.

Finance, Technology and Business Support

- Lead and develop the Finance team, ensuring high levels of performance, service and continuous improvement.
- Provide leadership and oversight of the Zoo's technology function through the IT Manager, ensuring systems, infrastructure, cyber security and technology investments support organisational objectives.
- Manage key third-party technology suppliers and outsourced IT partners, ensuring effective service delivery and value for money.
- Oversee the payroll processes, ensuring accurate and timely payment of employees and compliance with all statutory requirements.

- Work collaboratively with the HR team to ensure effective payroll, pension and people data processes.
- Drive continuous improvement in financial and business systems, ensuring the Charity benefits from efficient, scalable and robust processes.
- Promote the effective use of technology, data and reporting to support decision making across the Zoo.

People Leadership

- Lead, coach and develop the Finance and IT teams.
- Build leadership capability throughout the Finance and IT functions.
- Foster a high-performance, values-led culture.
- Support succession planning and capability development to ensure the Charity's resilience.
- Ensure teams have the skills, resources and support required to deliver against the Charity's objectives.

General SLT Responsibilities

As a member of the Senior Leadership Team, the Finance Director will:

- Contribute to the development, implementation and delivery of the Zoo's overall strategic plan, ensuring financial sustainability supports the achievement of the Charity's objectives.
- Work collaboratively with fellow SLT members to resolve Charity-wide challenges, drive continuous improvement and deliver major strategic initiatives.
- Act as a visible leader and role model across the Zoo, promoting the Zoo's values, behaviours and culture.
- Champion decision-making that balances commercial sustainability with the Zoo's conservation, education and charitable objectives.
- Encourage and role model a conservation culture across the Zoo, including consideration of environmental sustainability in strategic decision-making.
- Take collective responsibility for the performance, reputation and success of Twycross Zoo, beyond individual functional responsibilities.
- Support and challenge fellow SLT members constructively to promote effective decision-making and the Charity's performance.
- Lead cross-functional projects and organisational change initiatives as required.
- Champion diversity, equity and inclusion across the Zoo and ensure these principles are embedded within policies, practices and decision-making.
- Support succession planning and talent development within Finance and IT, whilst contributing to the development of leadership capability across the wider Zoo.
- Ensure resources are allocated effectively and efficiently to support the Charity's priorities and long-term sustainability.
- Ensure statutory requirements, recognised best practice and governance standards are maintained across areas of responsibility.
- Undertake Senior Leadership Team Crisis responsibilities on a rota basis, including weekends and emergency response requirements where necessary.
- Act as an ambassador for Twycross Zoo, building effective relationships with Trustees, partners, stakeholders, regulators and professional networks.

About you:

Essential

- Fully qualified accountant (ACA, ACCA, CIMA or equivalent).
- Significant senior financial leadership experience within a complex organisation.
- Experience operating as part of an executive or senior leadership team.
- Strong commercial acumen and strategic thinking capability.
- Proven experience partnering Boards, Trustees or non-executive stakeholders.



TWYXCROSS ZOO

- Experience leading financial strategy, business planning and forecasting.
- Demonstrable success in supporting organisational growth, transformation or major capital investment projects.
- Strong understanding of governance, risk management and financial controls.
- Ability to influence, challenge and build credibility with senior stakeholders.
- Outstanding communication and relationship-building skills.
- Experience leading and developing high-performing teams.

Desirable

- Charity sector experience.
- Experience of Charity SORP reporting.
- Experience within a visitor attraction, leisure, education or conservation organisation.
- Experience supporting significant capital development projects.
- Company Secretary experience.

Reward Package

- £competitive salary
- Private Medical Insurance
- 12 weeks' company sick pay
- Pension scheme (8% employer contribution / 3% employee contribution)
- Life Assurance (4x salary)
- Salary sacrifice car lease scheme
- Additional employee benefits and discounts

Interested?

If you're looking for a role where you can shape strategy, work closely with a CEO and Board, and help lead a purpose-driven organisation making a meaningful contribution to wildlife conservation, we'd love to hear from you.

We welcome applications from both experienced Finance Directors and CFOs seeking an opportunity to apply their expertise within an ambitious conservation and education charity.

To apply, please send your CV together with a supporting statement outlining your suitability for the role and salary expectations to human.resources@twycrosszoo.org by 21 August 2026.