

Jennifer Richmond

Finance • People • Process

Jennifer Richmond MICB

Licensed Practitioner

Institute of Certified Bookkeepers | Licence No: 10233

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An experienced Finance & Operations Consultant, based in Edinburgh.

Key Expertise

- **Finance & Automation**
Budgets, cash-flow, management reporting, automation integrations
 - **Strategic Delivery**
Operational plans with objectives & key results
 - **People Development**
People management, engagement & performance
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Professional Timeline & Achievements

The Melting Pot 2011–present

Chief Operating Officer since 2020

- 2015: Introduced integrated CRM, bookings, invoicing & portal system
- 2016: Launched company pension scheme
- 2018: Charity turnover more than doubled
- 2019: Implemented people management policies & process
- 2020: Steered organisation through pandemic
- 2020: Migrated legacy systems to Microsoft Office

- 2021: Relaunch into larger premises and diversified product offering
- 2022: Xero migration
- 2023: Equity, diversity & inclusion plan
- 2024: NetZero action frameworks
- 2024: Secured financial investment
- 2025: Integrated new building access system
- 2025: Integrated finance automation tools (Futrli, Apron)

Freelance Virtual Assistant & Finance Consultant 2007–2020

(The Melting Pot, Emotion Works CIC, YWCA, CBS Network and more...)

- Supported mainly third sector organisations with finance & administration

Personal Assistant, Corporate Sector 1994–2007

(Deloitte, HP, Virgin Media)

- Personal Assistant roles for senior management

Top Strengths

- **Consistency:** every deadline met
- **Achiever:** thriving on progress and results
- **Harmony:** creating collaborative spaces
- **Developer:** nurturing talent, unlocking growth
- **Discipline:** structured, planned & flawless delivery