

# Housing

Ombudsman Service



**Head of Finance and Procurement**  
Candidate information pack

# The recruitment process

Enclosed within this document you will find:

- Overview of recruitment process
- Indicative timetable for the recruitment process
- The role profile for the Head of Finance & Procurement - job profile and person specification
- Benefits

Our website [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk) has details about what we do and how we do it.

The following corporate publications may be of interest and can be found under the Corporate Information menu, under Publications on our website:

- Business Plan 2022-23
- Corporate Plan 2022-25
- Annual Report and Accounts 2020-21

We hope that you decide to apply to this key role within our organisation.

Candidates who are long-listed will be asked to complete an online exercise and an online personality profile. The final stage will be a panel interview with the Housing Ombudsman Service. It is likely that the interviews will be conducted remotely (via MS Teams).

### Indicative Timetable

Closing date for receipt of applications: 23.59 on Sunday, 30th October 2022.

Note: Following unprecedented levels of interest in our vacancies, we reserve the right to close the role early.

Short-list interviews: from 15th November 2022.

Throughout the process, we will advise you about the outcome of your application at the earliest opportunity.

### Application Process

Our application process is anonymised. Submitting an application is a two stage process:

- 1) Stage 1 - create an account. This largely focuses on the information that you would include in your CV.
- 2) Stage 2 - upload and submit your supporting statement.

Please note that once you have submitted your application for a specific role, your application for that role cannot then be changed. Any changes you make to your 'account' having submitted your application will be reflected in any subsequent application you choose to make, but not to the application already submitted.

If you have any questions, please contact Jonathan McIntyre, Managing Director of CJA Group, our advising consultant on 020 7588 5407 or via [jmm@cjagroup.com](mailto:jmm@cjagroup.com).

# Job Description

**Position:** Head of Finance & Procurement

**Working pattern:** Permanent

**Location:** London or Home-based

## Overall purpose of the role

To lead the finance and procurement function, align financial plans with business objectives, ensure financial systems are developed and maintained to support delivery, maintain accounting records, and provide timely and accurate reporting including the annual accounts.

## Main Accountabilities

- Provision of timely and accurate integrated financial and corporate performance information to internal and external audiences.
- Provision of commercial and procurement advice to Director of Finance and Corporate Services (DFCS) and SLT. Support Directorates by devising best practice procurement approaches to securing goods and services in line with policy.
- Development and delivery of an annual procurement pipeline that aligns to Corporate Annual Business Plans. Support budget holders through a business partnering approach providing financial management information.
- Support in the formulation of corporate and business plans, delivering the annual budget and advising directorates on the budgetary impacts of their plans. Lead budget setting process that considers maintenance of sufficient reserves and cash flow.

### Main Accountabilities

- Responsible for the provision of Departmental returns and financial information including but not limited to supplementary budgets, spend reviews and monthly and quarterly returns. Lead contract management meetings with shared service provider.
- Management and oversight of all transactional finance processes including report generation, purchase order system, membership subscription invoicing, payments and receipts processing, payroll and finance reporting systems.
- Maintaining appropriate and up-to-date policies and procedures that ensure compliance with statutory, regulatory and sponsor department requirements. Ensure all accounting activities comply with financial regulations and Housing Ombudsman Service (HOS) delegation of controls.
- Liaison with internal and external auditors to ensure and effective planning delivery and review of agreed programmes of work and with the pension scheme actuary to ensure the timely provision of valuation information. Responding promptly to ad hoc requests for information from sponsor Department.
- Lead on risk management and corporate governance within the finance function. Maintain a risk register for the Finance & Corporate services directorate ensuring that appropriate mitigations are identified and that any residual corporate risks are brought to the attention of SLT in a timely manner.
- Agree SMART objectives for Finance Team members, conduct appraisals in accordance with HOS policy, and ensure effective development plans are in place; and maintain active personal development including compliance with professional CPD requirements and HOS policy.
- Agree annual objectives with the DFCS and complete all appraisal tasks in line with HOS policy.

# Person Specification

## Qualifications

- CCAB (or equivalent) qualified.
- Ideally, public sector accounting knowledge.

## Knowledge and Experience

### *Essential*

- Experience working in a similar role at a similar level, including experience of exercising overall budget control for an organisation.
- Experience of managing staff, including a track record of managing and motivating professional teams.
- Experience in business planning and risk management.
- Experience of developing finance systems, policies, and procedures.
- Advanced working knowledge of Oracle and Oracle BI.
- Ability to liaise with a wide variety of staff at all levels, both financial and non-financial.
- An understanding of the requirements of Managing Public Money and the operational controls applicable to HOS as an NDPB.
- Experience of managing VAT and PAYE compliance.
- Evidence of on-going continuous professional development.

### *Desirable*

- Experience of project-based working.
- Experience of producing businesses cases, costing services and option appraisal.
- Experience of managing change and achieving results.

### Skills and Abilities

#### *Essential*

- Understanding of the role of the Housing Ombudsman.
- Advanced excel user.
- Strong organisational skills.
- Excellent communication including strong influencing skills and the ability to resolve conflict.
- Ability to prioritise and manage time effectively and apply concentrated effort to deliver results on time.
- Ability to pay rigorous attention to detail.
- Able to readily understand new and complex subjects.
- Understands central government financial framework, accounting, and reporting requirements.
- Has commercial acumen.
- Solid analytical and decision-making skills.
- Knowledge and understanding of pension accounting.
- Excel modelling.
- Tenacious and resilient.

### **Additional Requirements**

- Willingness to work flexibly within the team to ensure high quality, effective and efficient services are delivered
- To comply with the Housing Ombudsman Equal Opportunities policies
- To comply with the Housing Ombudsman Health & Safety policies
- To comply with the Housing Ombudsman IT policies and procedures

**This role profile is not exclusive or exhaustive. It is intended as an outline indication of the areas of responsibility and may be amended in light of the changing needs of the organisation.**



# Benefits

## Rewarding career, rewarding benefits

In addition to a basic salary of £67,672 per annum, you will also receive a benefits package including:

- Local Government Pension Scheme – opportunity to join the Local Government Defined Benefit Pension Scheme.
- Healthy Work/Life Balance – 35 hour working week, flexi-time scheme, working from home opportunities.
- Generous Annual Leave – Minimum of 27 days holiday, rising after four years of continuous service plus eight statutory bank holidays and three, paid Christmas closure days.
- Commitment to health and wellbeing – Free on site gym and shower facilities, cycle to work scheme, free yearly health check-up, employee assistance programme, access to CSSC Sports and Leisure website, discounts on days out, restaurants and high street shopping, contribution towards eye-tests and glasses.
- Season ticket loan – Interest free public transport ticket loan.
- Commitment to ongoing development - Payment of professional memberships fees. Regular training workshops.
- Office location – within walking distance of Underground and DLR stations, waterside location near Canary Wharf Shopping Centre and various bars, cafes and restaurants.



*"I joined the service because I relish the opportunity to make a difference every day"*

Richard Blakeway  
The Housing Ombudsman

