

# Housing

Ombudsman Service



**Director of Finance and Corporate Services**  
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 Director of Finance and Corporate Services  
- 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 short-listed will be asked to complete an online personality questionnaire and ability test in advance of their short-list interview with the Housing Ombudsman Service.

It is likely that these interviews will be conducted remotely (via MS Teams).

### Indicative Timetable

Closing date for receipt of applications: 23.59 on Sunday, 29th January 2023.

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

Short-list interviews: week commencing 20th February 2023.

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, the application for that role cannot then be changed. Any changes you make to your account will be reflected in any subsequent application you choose to make.

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

<b>Position:</b>	Director of Finance and Corporate Services
<b>Working pattern:</b>	Permanent
<b>Hours:</b>	35
<b>Location:</b>	Home-based or hybrid
<b>Accountable to:</b>	Chief Operating Officer
<b>Responsible for:</b>	Head of Corporate & Information Governance, Head of People, Head of Finance.
<b>Working relationships:</b>	Ombudsman, Chief Operating Officer, Director of Quality, Engagement and Development, Director of Dispute Support and Resolution, Managers and external stakeholders including: Advisory Board, Audit and Risk Assurance Committee, Department for Levelling Up, Housing & Communities, internal and external auditors, member landlords, national tenant organisations and national housing organisations

## Overall purpose of the role

Accountable for the performance and delivery of the Finance and Corporate Services function, the Director of Finance and Corporate Services is responsible for leading and developing all corporate support teams (People, Finance and Corporate & Information Governance) to deliver strategic objectives including associated strategic enabling programmes and projects, ensuring appropriate governance, internal control and risk management processes are in place across the organisation and compliance with all corporate requirements.

### Main Accountabilities

- Provide assurance to the Ombudsman, in their statutory role as Accounting Officer via the Chief Operating Officer ensuring compliance with all statutory, regulatory and central government requirements, for example, Managing Public Money, Cabinet Office Spend Controls and our Framework Document.
- Ensure the strong governance and management of the Finance and Corporate Services function.
- Support the development of the strategic plan, annual business plan and budget forecasts for the Housing Ombudsman Service, including the development of new financial and business models where necessary.
- Lead the delivery of commitments in the annual business plan relating to Finance and Corporate Services. Develop strategies, processes and systems that promote excellence and continuous improvement in these areas.
- Monitor and report on the performance of the organisation against agreed standards, targets and key performance indicators, applying a business partnering approach; provide more granular reporting over Finance and Corporate Services' performance, as required.
- Ensure the Housing Ombudsman Service engages effectively with its sponsor team at the Department for Levelling Up, Housing and Communities and other stakeholders.
- Help to embed learning as part of our culture and ensure knowledge and insight is shared collaboratively across the Housing Ombudsman Service. Support the development and delivery of learning and development opportunities to all staff.
- Oversee the procurement and delivery of services provided by external contractors.
- Lead relationships with internal and external audit, engaging on annual plans and deliveries; prepare the Annual Report and Accounts.

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**Main Accountabilities continued**

- Lead on key strategic Programmes as outlined in the People Strategy including Health & Wellbeing, Corporate Social Responsibility, Learning & Development (including our People Programme) and Equality, Diversity & Inclusivity to be developed and delivered by the People Team.
- Lead on key strategic Programmes and projects as outlined in the Digital Strategy and developed and delivered through the Data & Digital Team (Corporate & Information Governance).
- Support the Audit and Risk Assurance Committee; attend the Advisory Board as required.

# Person Specification

## Qualifications

- ACA, CIMA or ACCA chartered accountant with wide experience
- of strategic financial analysis and planning.

## Knowledge and Experience

### *Essential*

- Strategically minded, pragmatic, proactive, innovative, forward thinking leader with senior leadership experience.
- Proven track record in the formulation and delivery of strategic outcomes.
- Excellent knowledge of requirements of Managing Public Money, Spending Controls, and Accounting Officer responsibilities.
- Proficient in the management and engagement of senior strategic stakeholders.
- Commercially astute, having knowledge and experience of various business / income / funding models.
- Good communicator and able to build effective working relationships at all levels.
- Good resilience and proven experience of working well under pressure.
- Experience of leading multi-functional teams.
- Committed to good quality service and systems provision, and value for money.
- Good judgement and integrity.

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## Knowledge and Experience

### *Desirable*

- Knowledge or understanding of the role of an Ombudsman function.
- Excellent knowledge and experience of financial management, governance accounting requirements within Arm's Length Bodies.
- Detailed knowledge and experience of assurance frameworks and recognised best practice within Arm's Length Bodies.



### Skills and Abilities

#### *Essential*

- Strategic and systemic thinking.
- Critical thinking.
- People management and leadership.
- Performance management and improvement based on systems, processes, procedures and controls.
- Managing change - transformational and transactional.
- Decision making and judgement (scope and effectiveness).
- Emotional intelligence.
- Communicate with and influence stakeholders at all levels.
- Collaboration, partnership working and team working.
- Finance, human and other resource management.
- Strong leadership skills.

### Additional Requirements

#### *Essential*

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 £85,595.37 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 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.



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

Richard Blakeway  
The Housing Ombudsman

