

# Housing

Ombudsman Service



**Finance Manager**  
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 Finance Manager - 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 2023-24
- Corporate Plan 2022-25
- Annual Report and Accounts 2022-23

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

Short-listed candidates will be asked to carry out an assessment and a panel interview. The interview will be conducted remotely (via MS Teams).

### Indicative Timetable

Closing date for receipt of applications: 23.59 on Sunday 1 December 2024.

Note: Following unprecedented levels of interest in our vacancies, we reserve the right to close the role early when / if we receive 120 applications.

Assessment and short-list interviews: 18 and 19 December 2024.

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>	Finance Manager
<b>Working pattern:</b>	Permanent
<b>Hours:</b>	Full-time (35 hours per week)
<b>Location:</b>	Home-based

## Overall purpose of the role:

The Finance Manager role sits within the Finance and Corporate Services Directorate reporting to the Head of Finance and Procurement. The postholder will work within a dedicated and experienced finance team to support the delivery of our financial plans with business objectives, ensure financial systems are maintained to support delivery of prompt financial and budget reporting, and provide timely and accurate reporting including the annual accounts.

The post holder will have line management responsibility for the Management Accountant and Finance Assistant; and will be heavily involved in managing key deliverables around financial/departmental reporting and overseeing transactional activities for accounts payable, accounts receivable, payroll and month end activities.

## Responsibilities and Outcomes

- To deliver timely and accurate financial and corporate performance information through a business partnering approach and budget management.
- To significantly contribute to the formulation of corporate and business plans, and budget formulation.

## Responsibilities and Outcomes continued

- To lead and manage the production of the annual reports including liaising with a range of colleagues and wider stakeholders to ensure the appropriate disclosure and governance matters are fully complied with.
- Be responsible for the preparation of the cash flow forecast and provide guidance on placement of short-term deposit.
- To assist with the monthly payroll review process to ensure compliance with payroll information.
- To take all steps necessary for ensure compliance with internal controls and the framework of authorities, maintaining appropriate policies and procedures.
- To significantly contribute to the development and implementation of financial policies and systems.
- To ensure strong and ongoing communication with external and internal auditors to ensure a smooth programme of work.
- To support the preparation of the annual pension returns ensuring accurate capture of pension contributions each year.
- To assist with implementing recommended practices with risk management.
- To contribute to the development of the Finance Team providing relevant guidance and leadership as the team evolves to meet the needs of an expanding organisation.
- To line manage the Management Accountant and Finance Assistant, and agree SMART objectives for and 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.
- To work closely with the Business Partners (Finance and People Team) across HOS to support service delivery.

*The post holder should strive at all times to adhere to HOS values of Learning , Excellence, Openness and Fairness.*

**HOS is committed to equality of opportunity in all its practices, policies and procedures. It is our intention to promote a working environment that is free from harassment, bullying, victimisation or discrimination, where everyone is treated with dignity and respect. We expect all staff to behave respectfully with courtesy and consideration, whilst carrying out their duties.**

# Person Specification

## Qualifications

- **CCAB (or equivalent) qualified and evidence of CPD and on-going continuous professional development\***

## Experience

### *Essential*

- **Significant and demonstrable experience in similar role with a track record of delivering continuous improvement\***
- **Experience of leading and managing staff including ensuring high quality performance levels and staff development\***
- **Experience of producing business cases, costing services and option appraisal\***
- **Experience in business planning and risk management\***
- **Experience of working with ERP/Financial Systems\***
- Experience of budget management in a similar role
- Experience of project-based working and business partnering
- Strong understanding of financial regulations and reporting standards

### *Desirable*

- Public sector accounting knowledge
- An understanding of the requirements of Managing Public Money and the operational controls applicable to HOS as an NDPB
- Understands central government financial framework, accounting and reporting requirements
- Financial modelling ability

**\*PLEASE NOTE: Your supporting statement will be assessed against the six criteria in bold and so it is *essential* that these criteria are evidenced within it.**

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## Knowledge and Skills

### *Essential*

- 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
- Solid analytical and decision-making skills
- Communicate with and influence stakeholders at appropriate levels, able to liaise with a wide variety of staff at all levels, both financial and non financial

## Behaviours

- Fairness - Able to make decisions based on available evidence
- Learning – Supportive in the development of staff and stakeholders
- Openness – Willing to be accountable for the performance of the team
- Excellence – Committed to delivering continuous improvement in service delivery

## Additional Requirements

- 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 £61,480.21 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 – 25 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

