

Appointment of
Director Finance and Corporate
Services

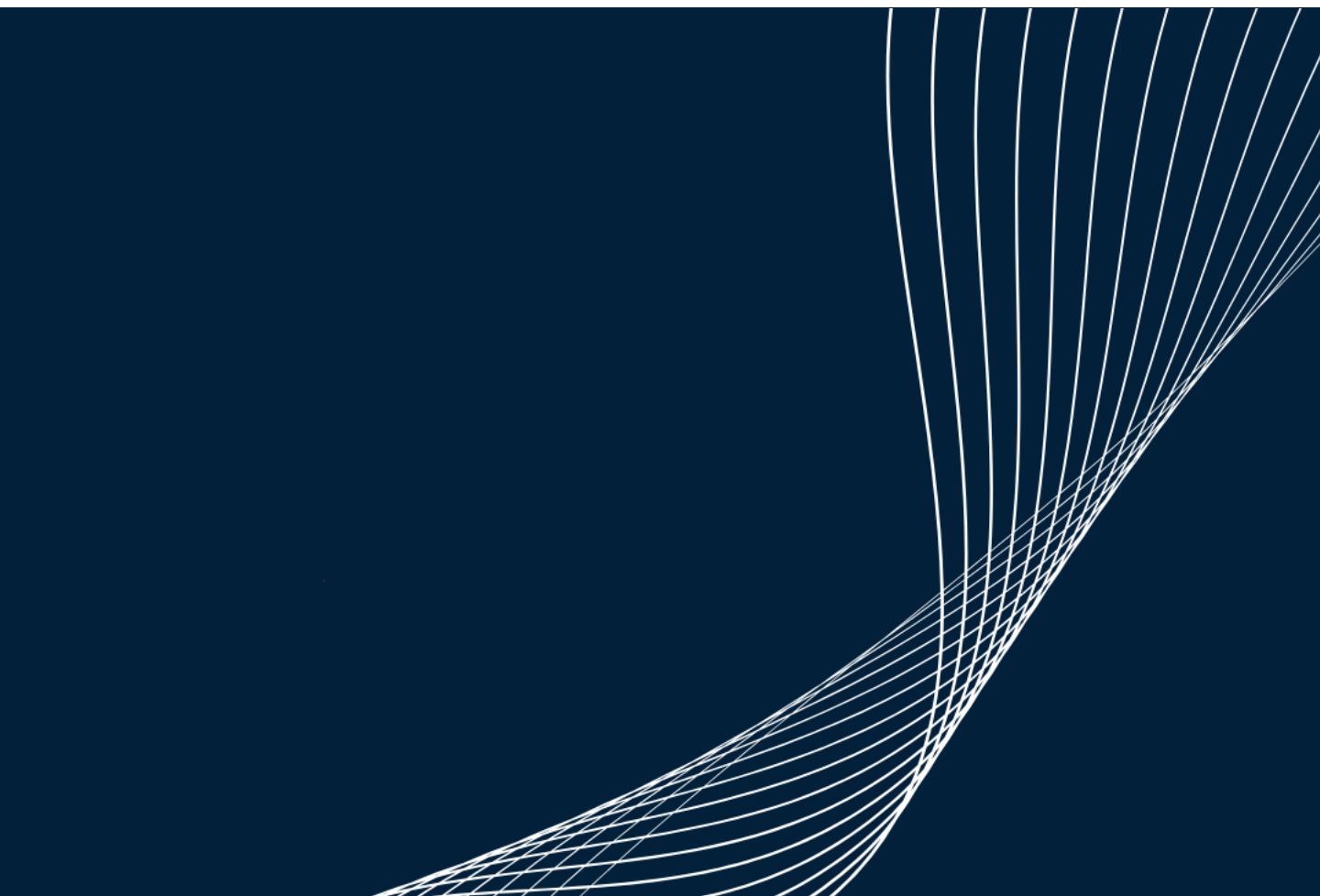
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“A world-leading
regulator of a service
that’s essential to life”





WICS is the economic regulator of Scottish Water, the publicly-owned provider of water and sewerage services across Scotland.

Scottish Water serves over 2.5 million households and 150,000 businesses, with an annual turnover of £1.3 billion. The water sector is vital to Scotland's prosperity, ensuring sustainable economic growth, environmental protection, and community well-being.

As a non-departmental public body, WICS has statutory responsibilities. Our role is to challenge Scottish Water to achieve long-term value and best-in-class service levels for customers and communities. Additionally, WICS oversees the competitive retail market for non-household water and sewerage services.

Under the Water Services etc. (Scotland) Act 2005, our statutory duties include:

- Promoting the interests of Scottish Water's customers, including future generations.
- Ensuring customer charges reflect the lowest reasonable overall cost for Scottish Water to deliver the Scottish Ministers' Objectives.
- Challenging Scottish Water to improve efficiency, sustainability, and performance reporting.
- Facilitating retail competition in the non-household market.

WICS also supports the Scottish Government's Hydro Nation vision under the Water Resource Act 2013.

Our Strategic Objectives for 2021–2027, as outlined in the Corporate Plan, include:

- Supporting the sector in achieving its long-term vision and delivering Scottish Ministers' Objectives.
- Challenging Scottish Water to achieve best-in-class customer service levels.
- Becoming international leaders in economic regulation, contributing to the Hydro Nation initiative.

All our decisions are framed by the Scottish Ministers' objective of achieving a net zero water industry by 2040 and ensuring the sector's sustainable long-term future.



Overview

Values, Behaviours and Equalities

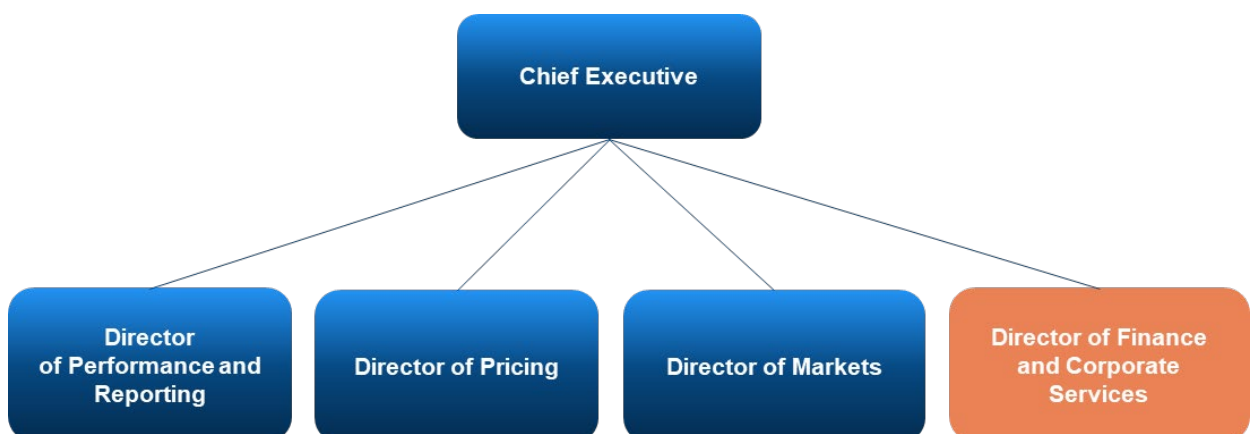
We want our colleagues to live our values. These values describe what we stand for and how we do things at WICS, whilst inspiring, challenging and guiding us towards the delivery of our organisational ambition and goals.

Our values are: As an organisation that operates in the public sector we subscribe to the seven principles of public life which are selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

These values will also help us to achieve our equalities vision of being a proud, fair and cohesive organisation, a great place to work.

WICS Organisational Structure

This structure is designed to ensure effective governance, clear accountability, alignment with our strategic goals, and the delivery of value for money throughout. It reflects our commitment to maintaining a robust regulatory framework and fostering collaboration across all departments.



Finance and Corporate Services Directorate

The **Finance and Corporate Services Directorate** at WICS is essential for supporting the organisation's operational efficiency and effectiveness. It manages key functions such as finance, human resources, IT, procurement, and facilities, ensuring WICS meets its regulatory objectives. The directorate focuses on optimising resources, maintaining robust governance and compliance standards, and fostering continuous improvement across the organisation. By delivering high-quality support services, the directorate enables WICS to achieve its strategic goals and maintain a high level of service delivery in regulating the water sector in Scotland.

Role profile

Job Title	Director of Finance and Corporate Services
Directorate	Finance and Corporate Services
Reports to	Chief Executive Officer
Location	Stirling (Hybrid)



Main Duties And Accountabilities

The Director of Finance and Corporate Services at WICS will lead the strategic direction, planning, decision making and overall performance of the Finance and Corporate Services Directorate. This role is vital in enabling the organisation to meet its statutory functions by providing essential support across various key areas:

1. **Financial Reporting and Compliance:** Ensure accurate financial management and compliance with both statutory requirements and expectations outlined in the Scottish Public Finance Manual.
2. **Procurement and Legal:** Assist and advise in procurement processes and legal matters to ensure compliance and value for money.
3. **Budgeting:** Lead the development, management, and monitoring of budgets within each directorate to ensure resources are effectively allocated in line with WICS's strategic goals.
4. **Audit and Assurance:** Oversee internal and external audits to ensure effective risk management, internal controls, and adherence to governance standards.
5. **Risk Management and Governance:** Provide support to each directorate to enable robust risk management processes and governance frameworks to ensure transparency, accountability, and effective risk mitigation.
6. **IT & Cyber Resilience:** Responsible for developing and maintaining a robust digital strategy that manages WICS' IT infrastructure, implements strong cybersecurity measures to protect digital assets, ensures business continuity, and enhances operational efficiency.
7. **Communications:** Ensure effective internal communications that informs employees to align their work with organisational goals, while externally it maintains the organisation's public image and relationships with stakeholders. Manages the office's communication strategy and external relationships with the media.
8. **Human Resources (HR) and Culture:** Responsible for providing support to directorates to effectively manage the organisations people, including recruitment, performance management, staff development, and employee wellbeing while fostering a productive work environment. Host workshops and provide staff training that helps to foster a positive work environment that prioritises an inclusive workforce, staff engagement, professional growth and well-being.
9. **Administration:** Responsible for the effective management of administrative functions to ensure efficient office operations, including advice on document management, data protection, FOIs/EIRs, and coordination of support services.
10. **Office Management:** Responsible for the office facilities management, ensuring a safe and effective working environment through maintenance, supply management, and health and safety compliance.



The Director of Finance and Corporate Services is responsible for ensuring that the standards in all functions outlined above align with best practices. The role involves guiding and supporting other directorates to comply with established standards, fostering consistency, and maintaining high-quality outcomes across the organisation. The role may also require undertaking other reasonable duties consistent with the delivery of support functions within the organisation.

To support the delivery of these support services, the Finance and Corporate Services will operate a budget which includes staff costs, consultancy support, and any other reasonable expenses. This budget will be determined in the coming months. While subject to confirmation as part of phase 2, this Directorate will comprise between 3-5 direct reports and a combined staff of 8-12 FTEs.

Pay banding responsibilities

Director Responsibilities

As Directors within WICS, there is a core responsibility to deliver on the statutory duties relating to your directorate, ensuring they are fulfilled in a manner that aligns with the standards set out in the Scottish Public Finance Manual (SPFM). Achieving these duties requires effective oversight and leadership in the following areas:

- **Governance:** Adhering to the WICS Corporate Governance Framework and promoting a respectful workplace culture.
- **Risk Management:** By proactively identifying, assessing, and mitigating both strategic and operational risks within the directorate, ensuring these risks are effectively managed to support organisational resilience and success.
- **Business Planning and Project Management:** Through developing strategic business plans and overseeing project delivery to ensure alignment with organisational priorities, timely completion, and adherence to budget constraints.
- **Financial Oversight and Contract Management:** By managing budgets responsibly, ensuring financial compliance, overseeing contract management to secure value for money, and aligning expenditure with business objectives.

- **Human Resources and Diversity:** Supporting effective service delivery, promoting equality, and fostering a positive workplace.
- **Compliance and Safety:** Ensuring adherence to fraud prevention, information security, and health and safety policies.

Directors must actively engage with these responsibilities to maintain robust governance and operational effectiveness within WICS. It is expected that Directors provide assurance to the Accountable Officer that these activities are undertaken robustly in line with the SPFM.

Leadership Expectations

Leadership expectations for directors at WICS are crucial in ensuring that the organisation upholds its commitment to public sector values and achieving value for money while effectively delivering its strategic goals.

1. **Champion Organisational Values:** Actively promote and embody the seven principles of public life—selflessness, integrity, objectivity, accountability, openness, honesty, and leadership—in all actions and decisions.
2. **Enhance Staff Engagement:** Maintain open communication with staff, encourage feedback, and recognise contributions to foster an inclusive, trusting and collaborative working environment.
3. **Lead by Example:** Exhibit ethical behaviour and transparent decision-making, reinforcing WICS's mission and strategic objectives.
4. **Build Strategic Partnerships:** Develop strong relationships with internal and external stakeholders to support the achievement of WICS's goals.
5. **Drive Operational Excellence:** Promote efficient use of resources and a culture of continuous improvement and innovation within the team.
6. **Encourage Professional Development:** Support the growth of staff by providing training opportunities, mentoring, and resources for skill development.



Person Specification

Knowledge

- Comprehensive understanding of the business environment and the strategic acumen to influence its direction.
- Understanding of relevant Legislation relevant to the role.
- Understanding of WICS policies and expectations placed on public bodies.
- Comprehensive understanding of performance and quality management processes
- An understanding of equality issues and commitment to the aims and objectives of the WICS Equal Opportunities Policy and impact.
- A good knowledge of the potential of IT relevant to the service.
- Knowledge of successful techniques for problem solving and resolving conflicts between competing priorities.
- Understanding of change management processes and the ways that staff need to be supported.
- Comprehensive understanding of the business environment and the strategic acumen to influence its direction.

Experience

- Extensive proven track record of success within an organisation of comparable scope and complexity.
- Substantial work experience or appreciation of more than one discipline/area of service provision.
- Experience of establishing effective performance improvement measures and implementing continuous improvement methodologies.
- Experience of providing and developing services in partnership with other organisations.
- Experience of building and managing a highly motivated and successful team.
- Demonstratable experience of establishing effective performance measures and a performance culture that has achieved development and service objectives in a comparable organisation.
- Professional accounting qualification is desirable.

Skills

- Strong interpersonal skills, with ability to build effective working relationships with a wide range of staff, managers, elected Members and external partners.
- Able to demonstrate a high standard of written and verbal communications skills, including report writing and presentation skills.
- The ability to summarise and present information.
- Able to communicate effectively with a wide range of audience including elected Members, staff, strategic partners including external partners.
- Proactive approach to problem solving.
- Intermediate level user of standard office PC applications.
- Proven consultation, mediation and resolution skills.

How to apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to WICS on this appointment.

Candidates should apply for this role through our website at www.saxbam.com/appointments using code **QALAKD**.

Click on the 'apply' button and follow the instructions to upload a CV and cover letter and complete the online equal opportunities monitoring* form.

The closing date for applications is noon on **Friday 2nd May 2025**.

* The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

As a Disability Confident employer, we will guarantee an interview for people with disabilities who meet all the essential criteria and so if you would like to be considered under this scheme then please let us know.

GDPR personal data notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.

Due diligence

Due diligence will be carried out as part of the application process, which may include searches carried out via internet search engines and any public social media accounts.

Terms of Appointment

This role will report into the Chief Executive of WICS.

- **Location:** at the WICS office, based in Stirling. The job will require travel for business purposes.
- **Salary:** competitive
- **Benefits:** local government pension scheme with 24.5% employer pension contribution; reimbursement for travel, subsistence and other expenses incurred on behalf of the Commission; 25 paid days annual leave plus 6 floating days.

WICS

Economic
regulation for
Scotland's water

