

Bank of England

Appointment brief

Appointment of Director of Programme,
Central Services 2025

August 2023

Reference: GANAAC

An introduction from the COO



Thank you for your interest in becoming Director of CS2025 Implementation at the Bank of England.

One of my most important objectives as Chief Operating Officer is to ensure that the Bank's operations are fit for a modern central bank. That means professionalising the central services function and we have an ongoing three year programme, CS2025, to do just that.

We are currently at a crucial and pivotal point in the programme as the early implementation phase is underway. I am seeking a driven and dynamic individual to deliver the ambitious outcomes that will ensure we keep pace with the evolving world around us.

As one of our senior leaders, you will have the independence to drive change in a prestigious and unique institution at the heart of the financial system, delivering our mission to promote the good of the people of the UK.

In return for your work, not only do we offer fantastic benefits and a prestigious but flexible working environment, but an opportunity to be truly influential and forward thinking.

I sincerely hope that you will consider joining us on our journey and look forward to your application.

Best wishes,
Ben

The organisation

The Bank of England is the UK's central bank. Our mission is to deliver monetary and financial stability for the people of the United Kingdom.

The Bank of England is a diverse organisation. Each of our 4,000 plus people are committed to public service and dedicated to promoting the good of the people of the United Kingdom by maintaining monetary and financial stability.

Our job is to provide ways to pay for things safely, keep prices low and steady, make sure the banks are run well, and to keep the whole UK financial system stable.

For more information on the Bank of England, you can visit our website [here](#) and look at the following links:

[Our Code | Bank of England](#)

[Why you should join us | Bank of England](#)

Central Services 2025

Central Services 2025 (CS2025) is an ambitious three-year change programme led by the Bank's Chief Operating Officer, Ben Stimson and overseen by the Bank's Governor, Andrew Bailey and Chair of Court, David Roberts.

The programme will unlock the professionalism of the Bank's central functions to better enable the mission of the Bank and improve everyone's experience of Central Services. Following a detailed design phase which culminated in Court approval, we are now underway with implementation. The implementation phase is delivered by an in-house Central Services 2025 delivery team comprising a mix of skills and experience.

By 2025, this will deliver:

- Stable and future-proofed services, such as the Bank's technology estate, as well as longer term property and people strategies (including reward, talent and diversity and inclusion).
- Investment in talent which ensures that we continually evolve our skills and build the capabilities we need for the future.
- A professional advisory culture, where Central Services experts work in close partnership with the rest of the Bank.
- Value for money, with operations which are as efficient as possible and focused on the most critical activities.
- Collective leadership which drives cross-Bank collaboration.



The role

PURPOSE OF POST

The CS2025 Programme now needs an experienced change and transformation leader to drive delivery of the programme outcomes.

KEY ACCOUNTABILITIES

The role holder will provide strategic direction to this diverse and varied programme. They will be accountable for the following work streams:

- **Operating Model design for People, Technology, Operations and Change & Planning directorates to:**
 - Design the right structure, skills, policies, processes and engagement approach with local areas;
 - Pivot our support to an advisory approach where local areas are empowered to take more decisions; and
 - Ensure our service desks are achieving what is needed and exploring where we can go further.
- **Creation of a new Change & Planning directorate:**
 - Implementation of new Change & Planning function in collaboration with key stakeholders such as the Chief Financial Officer, DGs, Chief Information Officer, local COOs, DG CIOs, and Finance Business Partners;
 - Gap analysis of existing Change reviews to ensure new directorate will achieve the requirements; and
 - Extensive engagement with the Bank Executive to ensure the new model is understood and adopted.
- **Creation of a new Central Operations directorate:**
 - Create new divisions as well as merging existing teams;
 - Extensive engagement with Bank Executive to ensure new directorate will achieve requirements;
 - Work with the Central Services Executive team, support the implementation of Internal Audit findings; and
 - Support the appointment of the senior leadership team.
- **Deliver process improvements:**
 - Lead a pilot team tasked with pioneering new policies and processes in advance of a wider roll out across Central Services; and
 - Devise and implement new approaches to how we do things, for example, on disciplinary or working from abroad.
- **Drive value for money**
 - Develop a cost savings approach to ensure the programme embeds value for money and efficiencies;
 - Identify financial quick-win savings and work with the Executive team to implement them; and
 - Work with the Central Services leadership team to deliver agreed longer term savings.

- **Improve data and knowledge management:**
 - Review how data, information and knowledge is captured, stored, governed and shared within Central Services to better serve the Bank;
 - Work with stakeholders within Data and Analytics Transformation and Technology functions to ensure plans are delivered in line with broader data and tech strategy; and
 - Work closely with our Chief Information Officer to deliver our technology transformation programme of work.

KEY RESPONSIBILITIES

The role holder will have overall responsibility for setting the strategic direction and delivery of the CS2025 Programme. The role holder will be accountable for ensuring all aspects of the programme are delivered on schedule and are aligned to stakeholder requirements. They will work closely with the Bank's Chief Operating Officer, Ben Stimson, and will be responsible for reporting the overall progress of the Programme up through the Bank's Executive and to Court. This role provides an exciting opportunity to influence the future of the Bank's central operational functions and the role holder will be expected to present to, and manage relationships with Court members, Governors and Executive Directors. The role holder will:

- Provide strategic leadership to a critical multi-year programme to support Central Services to deliver a professional service at the heart of the Bank.
- Use strategic thinking and a willingness to challenge the status quo to set the direction for the programme, engaging directly with the Bank's Chief Operating Officer and Executive Directors to ensure stakeholder are aligned and invested in the successful outcome of the programme.
- Leading the development of innovative solutions, identifying new and more effective ways to do things and then implementing those changes.
- An experienced manager, who values diversity, equity and inclusion and has previously developed high-performing teams – this is a people management role.
- Sound judgment, including on when to escalate issues and the ability to pre-emptively identify and mitigate potential risk. Deliver effective outputs that are realistic and subject to rigorous analysis and external advice.



Person specification

The successful candidate will be a dynamic and communicative leader, capable of winning trust, and will bring:

- **Strong leadership skills** - provide strategic direction, challenging the status quo and motivating delivery teams with a mix of skills and scales. Someone willing to take personal responsibility for the delivery of complex, organisation-wide projects.
- **Problem solving and prioritisation** - the ability to untangle complex inter-related issues and juggle a number of responsibilities in order to plan work and allocate resources effectively.
- **A strong communicator** - experience engaging with large groups, building enthusiasm and buy-in for change, and building collaborative relationships across a wide range of stakeholders.
- **Collaborative and inclusive** - excellent stakeholder management skills, able to maintain a culture of trust between different business areas throughout the change period. Strong experience of managing senior stakeholders through a complex change process.
- **Attention to detail** - our work will impact real people, so it is critical we are rigorous in our approach – outputs are frequently presented to the Bank Executive team and Court.
- An ability to be **flexible and adaptable** to changing circumstance.
- Have **discretion** in handling staff sensitive data.
- **Experience** of delivering complex operational change, either within the Bank or in an external organisation.

“Promoting the good of the people of the United Kingdom by maintaining monetary and financial stability.”

Terms of appointment

Remuneration

Salary will reflect the seniority of the role and will depend on skills and experience.

Security clearance and checks

The successful candidate will be required to have or be willing to obtain security clearance. Social media footprints will be reviewed as part of the recruitment process.

How to apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to The Bank of England on this appointment.

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

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 22 September 2023**.

Our commitment to diversity and inclusion

The Bank values diversity and inclusion – we want to reflect the society we serve better, we want the best people to work for us and we want our workplace to be inclusive. We value all forms of diversity, including but not limited to age, disability, ethnicity, gender, gender identity, race, religion and sexual orientation. One way we support diversity and inclusion is through our staff-run networks, which are summarised [here](#). Within our central functions, we lead the Bank's strategic priority to build a diverse and inclusive Bank, aiming to make the lived experiences of all colleagues positive and to give equal opportunity for all to contribute, develop and reach their full potential.

This role is open to job shares and flexible working patterns. We are also committed to making adjustments for candidates and employees where possible, and we have partnered with external expert organisations to support us in this. We are a member of the Disability Confident scheme, summarised [here](#). If you wish to apply under this scheme, you should **check the box** in the 'Candidate Personal Information' under the 'Disability Confident Scheme' section of the application.

* 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.



Saxton Bampfylde

LONDON

9 Savoy Street
London WC2E 7EG

EDINBURGH

46 Melville Street
Edinburgh EH3 7HF

saxbam.com

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