



Companies House

# Director of Services

**Pay Band SCS1**

**Salary circa £90,000**

**Closing date: 23:55 on Sunday 22nd June**

**Candidate Information Pack**



**INVESTORS IN PEOPLE™**

We invest in people Platinum  
Rydym yn buddsoddi mewn pobl Platinwm

Driving confidence in the UK economy

# Content

<b>Welcome</b>	<b><a href="#">3</a></b>
<b>About Companies House</b>	<b><a href="#">4-5</a></b>
<b>Equality, diversity and inclusion</b>	<b><a href="#">6-7</a></b>
<b>Build you career with us</b> —Vacancy description —Your responsibilities will include: —What we're looking for – skills, experience and qualifications (essential)	<b><a href="#">8-13</a></b>
<b>Recruitment Process</b> —How to apply —Indicative timeline —Overview of the process —Staff engagement exercise (SEE) —Arrangements for interview —Reserve lists —Inclusive process	<b><a href="#">14-17</a></b>
<b>Terms, conditions and benefits</b>	<b><a href="#">18-21</a></b>

The page numbers are clickable for your convenience.  
To return to the content page, please select the logo at the top left.

# Welcome



**Louise Smyth CBE**, Chief Executive of Companies House and Registrar of Companies for England and Wales

We're delighted that you're considering a future at Companies House. This is an exciting time to join our leadership team as we work to be the most trusted, open and innovative register in the world.

Our strategy to 2025 has been underpinned by the biggest changes to UK company law, and Companies House, in 180 years. We have taken important first steps on a journey to fundamentally transform what we do and how we do it. You will join us as we finalise our new strategy, setting the direction for the organisation as we continue our transformation journey. We have ambitious plans for the services we provide to more than 5 million companies in the UK and to the millions of users of our data. As we transform, we'll continue to work alongside other government departments to play our part in the battle against economic crime.

Companies House is a high performing organisation, with our people at the heart of everything we're aiming to achieve. In this senior board position, you'll be committed to our culture of empowerment which allows our brilliant people to deliver brilliant services. You'll be an inspiring and natural leader, with a collaborative approach to your work and an exceptional ability to develop effective working relationships.

We live by our adaptable, bold and curious behaviours at Companies House and would love to hear from people who can show us their affinity with these behaviours. I'm truly excited to welcome the successful candidate!



# About Companies House



Companies House. Head office reception, Cardiff.

## Companies House is an executive agency of the Department for Business and Trade.

We currently employ around 1400 people at our offices in Cardiff, Edinburgh and Belfast and are expecting to grow over the coming years.

We drive confidence in the economy by creating a transparent and accountable business environment. Use of our data informs business and consumer decisions, supports growth and helps disrupt economic crime.





## About Companies House

Companies House plays a critical role in the UK economy, helping to make it a great place to start and run a business. The data on our registers informs business decisions, drives corporate transparency and supports growth. We also play a leading role in the fight against corrupt business practices by providing this transparency and clarity. Companies House is an executive agency of the Department of Business and Trade.

This is a really exciting time to join Companies House as we are in the midst of the biggest reform programme since Companies House was established in the 19th Century. In 2023 the UK Government passed the Economic Crime and Corporate Transparency Act, which sought to ensure that Companies House is fully equipped with the powers we need to tackle misuse of the companies register and to support the Government's fight against economic crime. We are making a reality of new powers to maintain the integrity of the register, introducing new processes to verify the identity of directors on the register and developing new capabilities to identify and tackle economic crime on the register.

In parallel we are in the process of modernising our underlying systems and processes, ensuring we use digital tools and cutting age data analytics to maximise the value of the data on our registers and to strengthen our ability to deliver both our core services and our new powers.

Taken together this is a substantial and far-reaching reform programme which will enable Companies House to play a leading role in the fight against corrupt business practices, providing the transparency and clarity necessary for the UK to continue to be regarded as a world-leading place to do business.

These changes will have an impact on our systems, services, culture and ways of working, and we are looking for an experienced leader to join our executive team.

! Find out more about our purpose, vision and strategy in the [2024 to 2025 business plan](#).



# Equality, diversity and inclusion

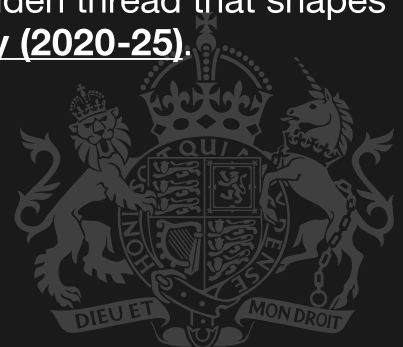


**In our Strategy we share our vision as being,  
'To be a leading Civil Service department and model employer where our commitment to Equality, Diversity and Inclusion supports our brilliant people to deliver brilliant services'**

Companies House is an equal opportunities employer. We provide equality of opportunities, are representative of the citizens that we serve and have an inclusive culture which ensures everyone can bring their whole and brilliant selves to work.

## Equality, diversity and inclusion

Equality, diversity and inclusion (EDI) for our people is the golden thread that shapes everything we do and runs throughout our **five year strategy (2020-25)**.



## Our values and behaviours

Our organisation is transforming and our current values and behaviour have served us well. To ensure that we're setting ourselves up for the future, we're conducting an organisation wide review of our culture to deepen our understanding of the aspects of our culture that we want to cherish, and where we need to evolve in response to our changing organisation. This is an exciting time to join us as we shape our future.

To support our culture of enabling our brilliant people to flourish and drive high performance, we've adopted the following:

### **ABC behaviours: Adaptable, Bold and Curious.**

Our behaviours are an important part of working at Companies House. They underpin what we do and how we do it – setting out the way we should behave, and the behaviours we can expect from our colleagues.

#### **Our behaviours help us to deliver on our values:**

- Working as one
- Every achievement counts
- Excellent standards and behaviour

They also drive us to meet our strategic goals and are underpinned by a commitment to EDI and the recognition that every single person in Companies House has an important role to play in living our behaviours and values.

As an organisation, we recognise that EDI is about tackling under-representation, building inclusive cultures, and ensuring system accountability for progress. It's also about creating and implementing evidence based, innovative approaches that drive change.

We're committed to creating an environment that ensures everyone can reach their full potential, and that diversity of thought and experience is integral to inclusive policy making and delivering excellent public services.



# Build your career with us



Companies House has long been proud of its culture, which celebrates individual and collective contributions, encourages everyone to be themselves, and places people at the heart of everything it does.

The organisation and the world around us is changing and the demands and expectations on Companies House are changing too. We have a new role in disrupting economic crime, technology advancements are moving quickly, the importance of our data and making data a priority continues to grow, and speaking of growing, we're experiencing a growth in our workforce at a rate that we've never seen before.

With our new powers and renewed expectations on us, we are embracing new opportunities while retaining the aspects of our culture that we hold dear. Our culture must align seamlessly with our future strategy and goals, enabling an environment where colleagues can thrive and continue to contribute to our successes.

With a new strategy in development, now is the time for us to think about our exciting future and the type of organisation we will be then, and prepare for that shift now.

It is the people of Companies House that will deliver our strategy and to do that, we need to have an organisational culture that supports what we need in the future and strong values and behaviours that reflect how we work.



## Build your career with us

We help people build their careers to maximise the potential of everyone who chooses to work for us regardless of background.

We believe equality, diversity and inclusion is vital and that this focus makes us a more innovative, welcoming organisation and a better employer. By reflecting our diverse customers in our own diversity, it enables us to make better decisions that further protect the economic prosperity of the UK.

We're actively factoring equality, diversity and inclusion into every part of our working life. Whether this is the outward facing policy; the operations that we deliver to our customers and stakeholders; the culture we create in the teams in which we work; or our recruitment activities. All aspects of our work fall under the influence of our commitment to value our people and the people we serve, wherever they are and whatever they do.

We value and welcome diversity. We aim to develop all our people to enable them to make a full contribution to our organisational objectives, and to fulfil their own potential on merit.

We will not tolerate harassment or other unfair discrimination on grounds of sex, marital status, race, colour, nationality, ethnic origin, disability, age, religion, or sexual orientation.

We will promote and support the use of a range of flexible working patterns to enable our employees to balance home and work responsibilities; and we'll treat people equally, irrespective of their working arrangements.

## —Our differences enrich us and our diversity makes us strong

We're committed to offering great benefits, flexible working, and exciting career opportunities.

**!** Hear from our people and find out more about why Companies House is a great place to work by visiting our [Careers Hub](#).

**Job Title:**  
Director of Services

—  
**Salary**

circa £90,000

## Vacancy description

### About the role

### Job description

To support these significant changes, we seek a Director of Services to be responsible and accountable for developing CH's strategic approach to our services, driving quality and continuous improvement and iterations for each of our services, with a view to establishing clarity across our end-to-end service provision.

You will lead our Service Owners to ensure effective collaboration, development and continuous improvement of these critical, cross cutting service elements. You will be the figurehead in driving our service delivery ethos and best practice, representing our services at Exec level and Boards as required. We seek a highly collaborative and inclusive leader, with the ability to see the big picture and support others in sharing this vision.



**Job Title:**  
Director of Services

**Salary**  
circa £90,000

## Your responsibilities will include:

### Responsibilities

The successful candidate will:

- Create a service vision and roadmap to align with business goals to promote growth, include the integration of our data and technology strategies, and aligns to the Functional Standards for Services.
- Working with service owners and others, to create an end-to-end view of our service provision, to ensure our processes, data, KPIs, service catalogue, integration of user research and all aspects of delivering services meet the standards.
- Developing and managing service change management capabilities to ensure successful adoption and use of technology through proactive engagement with business areas and users; ensuring continuous improvement and service iteration based on user and organisation needs/policy.
- Accountable for ensuring the right people are around the table for decisions, initiating action and awareness, and reporting change, continuous improvements and performance against agreed requirements.
- Accountable for efficient services: working with Finance colleagues and others to ensure effective and efficient delivery of services, understanding the financial impact of decisions between services and the wider organisational strategy.
- Monitoring performance of product delivery with service owners, to identify continuous service improvements, and embed a culture of continuous improvement and iteration across all services
- Developing and managing capabilities to ensure successful adoption and use of technology through proactive engagement with business areas and users.
- Driving and role modelling our Adaptable, Bold and Curious (ABC) behaviours.



**Job Title:**  
Director of Services

**Salary**  
circa £90,000

## What we're looking for

### Person Specification

- Demonstrable experience of service delivery – spanning digital, tech, data and operations.
- Proven experience in shaping, communicating and executing a strategic vision into deliverable operational plans.
- A blend of commercial awareness, analytical and creative thinking, with both a strategic and operational mindset.
- Strategic thinker who can take the broader view and set the long-term strategy, and articulate a vision effectively, obtaining buy-in from across an organisation.
- A strong focus on quality. Experience in raising standards, ensuring controls are in place and effectively challenging to find common sense solutions to problems and the delivery of high-quality services and outcomes.
- Excellent communication and influencing skills, with proven ability to build effective relationships with diverse groups of stakeholders, capable of flexing style for different audiences, explaining options and implications of potential decisions.
- Strong leadership skills with the ability to inspire and empower colleagues to deliver. The ability to build high trust relationships with very senior customers and stakeholders with the confidence to challenge where necessary.
- High levels of emotional intelligence, interpersonal, leadership and management skills to drive contributions across the organisation; highly organised to operate in a fast changing and dynamic environment.
- Resilience, with the ability to perform in a high-pressured environment, juggling tactical and strategic challenges.







**Job Title:**  
Director of Services

**Salary**

circa £90,000

## What we're looking for

### Essential Criteria

Demonstrable experience of leading services, preferably public services – you will have experience of leading multidisciplinary teams including digital, tech, data, operations, policy professions.

Strategic thinker who can take the broader view and set the long-term strategy, and articulate a vision effectively, obtaining buy-in and engagement from others across an organisation.

Strong leadership skills with the ability to inspire and empower colleagues from different professions and parts of the organisation, to deliver. The ability to build collaborative relationships with very senior customers and stakeholders.

Demonstrable experience of delivering transformation of services, preferably within the public sector

### Behaviours

- Changing and Improving
- Seeing the Big Picture
- Leadership
- Communicating and Influencing
- Making effective decisions



---

# Recruitment process

## How to apply

The closing date is: **23:55 on Sunday 22nd June.**

**We're not able to accept any applications after the closing date.**

1. A CV setting out your career history, highlighting specific responsibilities and achievements that are relevant for this role, including details where applicable of budgets and numbers of people managed, relevant achievements in recent posts, together with reasons for any gaps within the last two years
2. A Statement of Suitability (no more than 1250 words) explaining how you consider your personal skills, qualities and experience provide evidence of your suitability for the role, with particular reference to the essential criteria in the person specification.

### **Please contact:**

Name: Andrew Timlin and Owen Quant

Email: [andrew.timlin@hays.com](mailto:andrew.timlin@hays.com)

### **Recruitment team**

Email: [owen.quant@hays.com](mailto:owen.quant@hays.com)

---

## **! Discover the Director of Services Role – Candidate Q&A**

The Director of Transformation and Business Change, Luisa Fulci, and Hays, Executive Search Agency, will be hosting a virtual call for any interested applicants to discuss the role and answer any questions. **Please note this is not part of the formal assessment process.**

This will be held via Microsoft Teams Monday the 16th June at 17:40 (UK time).

Please follow this teams link to join the call: [Join the meeting now](#)

---

# Recruitment process

## Shortlist

Shortlisting for interview is made on the basis of merit. The selection panel will assess the evidence presented by all applicants against the advertised essential criteria and the highest scoring applicants will be invited to interview.

## Assessments

If you are shortlisted, you will be asked to take part in a leadership assessment which will include a Staff Engagement Exercise (SSE). You will be asked to present to a group of staff of varying grades, representative of the business area/organisation where the role will be based. The staff will then ask questions and have a discussion with you. The interaction will be witnessed and recorded by an observer who will provide feedback and observations in a written report provided to the final interview panel. You will need to be flexible about setting aside time in your diary to do this. The presentation topic will be provided to shortlisted candidates in advance. These assessments will not result in a pass or fail decision. Rather, they are designed to support the panel's decision making and highlight areas for the panel to explore further at interview.

! Further details on what the assessments will entail, can be found here: [www.scs-assessments.co.uk](http://www.scs-assessments.co.uk). Full details of the assessment process will be provided to shortlisted candidates at the earliest opportunity.

## Interview and presentation

Shortlisted candidates will be asked to attend a panel interview where you will have a more in-depth discussion of your previous experience and professional competence in relation to the criteria set out in the person specification and essential criteria, the success profile framework will be used to assess and recruit the most suitable candidate. As part of the interview candidates will also be required to deliver an assessed presentation for the interview panel. More details about this will be shared with candidates prior to the interview.

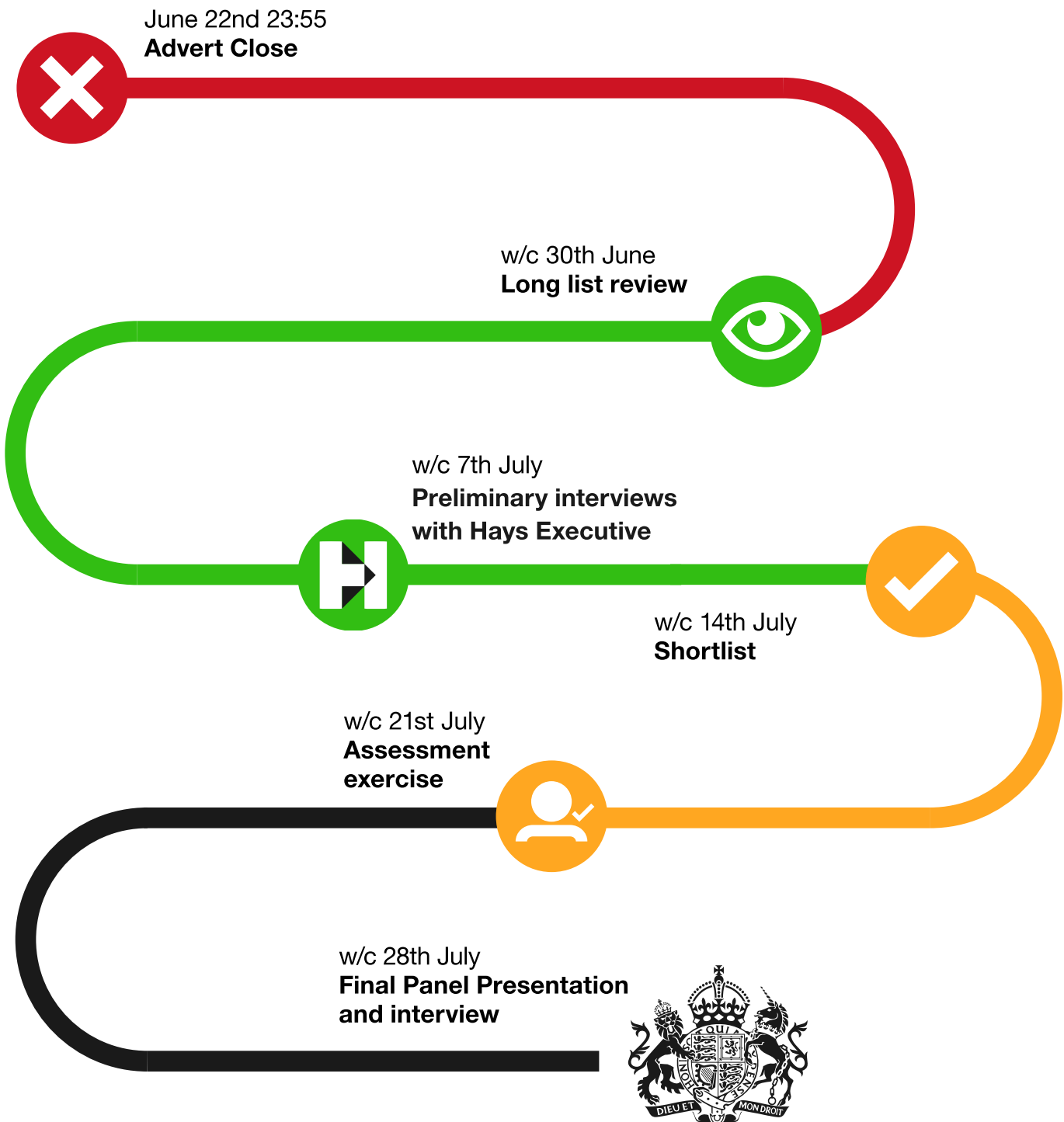
As well as Experience we will also be using the following Behaviours at the interview stage:

## Behaviours

- Changing and Improving
- Seeing the Big Picture
- Leadership
- Communicating and Influencing
- Making Effective Decisions
- Developing Self and Others.

## Indicative timeline

Please review this timeline. Dates are indicative only and could be subject to change. We therefore appreciate your flexibility during the recruitment and selection process. The early process will be held online but the panel interviews will be held face to face in our Cardiff office. If you're unable to meet these timeframes, please let us know as soon as possible.





## Overview of the process

Companies House recruitment team will acknowledge your application and advise you of the outcome of the sift meeting. Depending on the number of applications received there may be a second stage sift. Applications will be sifted to select those demonstrating the best fit with the post against the criteria set out in the person specification. Please ensure you keep this in mind when writing your CV and supporting statement. Full details of process will be made available to shortlisted candidates once the shortlist has been completed but will include a final panel interview.

## Staff engagement exercise (SEE)

Shortlisted candidates will be asked to present to a group of staff of varying grades, representative of the business area/organisation where the role will be based. The staff will then ask questions and have a discussion with you. The interaction will be witnessed and recorded by an observer who will provide feedback and observations in a written report provided to the final interview panel. You will need to be flexible about setting aside time in your diary to do this. The presentation topic will be provided to shortlisted candidates in advance. These assessments will not result in a pass or fail decision. Rather, they are designed to support the panel's decision making and highlight areas for the panel to explore further at interview.

## Arrangements for interview

The final selection panel interview will be held in person at our office in Cardiff. Expenses incurred by candidates during the recruitment process will not be reimbursed by the department.

## Reserve lists

If we receive applications from more suitable candidates than we have vacancies for at this time, we may hold suitable applicants on a reserve list for 12 months, and future vacancies in the Civil Service requiring the same skills and experience could be offered to candidates on the reserve list without a new competition.

## Inclusive process

We are proud to be a disability confident leader. Our recruitment process is fully inclusive and we can make adjustments as needed through our process. These could include having an interview buddy, extra time at interviews/assessments and receiving interview questions in advance, to name a few. We will be happy to discuss any person-centred adjustments, please contact our partner Hays on:

Name: Andrew Timlin and Owen Quant

Email: [andrew.timlin@hays.com](mailto:andrew.timlin@hays.com) | 07887777735

Email: [owen.quant@hays.com](mailto:owen.quant@hays.com) | 07867695217

---

# Terms, conditions and benefits

The information offered in this document is supplied in good faith but does not in itself form any part of the contract of employment.

## Salary

The post is at Senior Civil Service Pay Band 1 (SCS1) level.

**circa £90,000**

Generous annual leave and bank holiday allowance.

Staff applying on promotion within the Civil Service will be appointed to the salary band minimum or have an increase of 10% of their existing salary, whichever is greater. Individuals appointed on level transfer will retain their existing salary. Standard pay rules apply for existing civil servants.

## Appointment term

Permanent.

## Location

This role is Cardiff based with a hybrid working model, dependant upon business needs. Relocation costs will not be reimbursed.

## Working arrangements

This is a full-time post.

## Eligibility

This vacancy is open to all external applicants outside of the Civil Service as well as Civil Service employees and employees of accredited non-departmental public bodies (NDPBs) who were appointed on merit following a fair and open competition; or were appointed to a permanent post through an exception in the Civil Service Commissioners' rules.

The successful candidate will be appointed on the modernised SCS terms and conditions. Existing civil servants will retain their existing rights if accepting this post on level transfer.

## Security clearance

Before the appointment of the successful candidate can be confirmed, the department will undertake background security checks. As part of this, we will need to confirm your identity, employment history over the past three years (or course details if you were in education), nationality and immigration status, and criminal record (unspent convictions only).

This role requires a higher than standard level of government security vetting – called Security Check (SC). The requirement for SC clearance is to have been present in the UK for at least 3 of the last 5 years. If you're not able to meet the residency requirements unfortunately this will result in your security clearance application being rejected. For further information on National Security Vetting please visit the following page <https://www.gov.uk/government/publications/demystifying-vetting>

## Benefits

Whatever your role, we take your career and development seriously, and want to enable you to build a really successful career with Companies House and the wider Civil Service. It's crucial that our employees have the right skills to develop their careers and meet the challenges ahead. You'll benefit from a wide range of training and development opportunities, regular performance and development reviews to ensure this development is ongoing. As a civil service employee, you'll be entitled to a large range of benefits.

### Our benefits include:

- Generous annual leave and bank holiday allowance
- A competitive contributory pension scheme (c 30% employer contribution)
- With competitive maternity, paternity and parental leave we also recognise the importance of a good work-life balance and offer flexible working and a family friendly approach to work
- A number of inclusive network groups to support our colleagues and a great sports and social society
- Staff discount scheme
- 3 days paid volunteering leave
- Occupational sick pay.

## Pension

Your pension is a valuable part of your total reward package where the employer makes a significant contribution to the cost of your pension.

Your contributions come out of your salary before any tax is taken. This means, if you pay tax, your take-home pay will not be reduced by the full amount of your contribution; and your pension will continue to provide valuable benefits for you and your family if you are too ill to continue to work or die before you retire.

 For more information, visit: [civilservicepensionscheme.org.uk](https://civilservicepensionscheme.org.uk)

## Training and development

Companies House offers engaging jobs, in work that really matters; jobs which have a direct impact on the quality of public services. Roles can offer great job satisfaction and there are many opportunities to develop and progress both within our department and across the wider Civil Service.

We're committed to investing in our people and offer a range of work based training and qualifications, coaching and mentoring opportunities and a guaranteed five days of learning a year.

## Other information

Any move to Companies House from another employer will mean you can no longer access childcare vouchers. This includes moves between government departments. You may, however, be eligible for other government schemes, including Tax Free Childcare. Determine your eligibility at: [childcarechoices.gov.uk](https://childcarechoices.gov.uk)

## Modernised terms and conditions

Civil Servants taking up appointment on promotion will adopt the modernised Civil Service terms and conditions which came into effect from 1 July 2013. Existing civil servants appointed on level transfer will retain their existing terms and conditions.

## Nationality

Open to the UK, Commonwealth and European Economic Area (EEA) and certain non EEA nationals.

From 1 January 2021 this job is broadly open to the following groups:

- UK nationals
- Nationals of the Republic of Ireland
- Nationals of Commonwealth countries
- European Economic Area (EEA) nationals with (or eligible for) status under the European Union Settlement Scheme (EUSS)
- Relevant EEA or Turkish nationals working in the Civil Service
- Relevant EEA or Turkish nationals who have built up the right to work in the Civil Service
- Certain family members of the relevant (European Union) EU and Turkish nationals



## Reserved for UK Nationals

Certain posts, notably those concerned with security and intelligence, might be reserved for British citizens, but this will not normally prevent access to a wide range of developmental opportunities within the Civil Service.

This is **not** a reserved post.

## Conflicts of interest

You must declare any interests you may have that might cause questions to be raised about your approach to the business of Companies House. You are required to declare any relevant business interests, shareholdings, positions of authority, retainers, consultancy arrangements or other connections with commercial, public or voluntary bodies, both for yourselves and for your spouses/partners. The successful candidate will be required to give up any conflicting interests and his/her other business and financial interests may be published.

## Equality and diversity

Under the terms of the Equality Act 2010, we are legally required to consider making reasonable adjustments to ensure that disabled people are not disadvantaged in the recruitment and selection process. We are therefore committed to meeting, wherever possible, any needs you specify in your application. We will also consider any reasonable adjustments under the terms of the Act to enable any applicant with a disability (as defined under the Act) to meet the requirements of the post.

## Civil Service Code

All civil servants are subject to the provisions of the Civil Service Code that details the Civil Service values, standards of behaviour and rights and responsibilities

 For further information, visit: [GOV.UK](https://www.gov.uk)



# Companies House

## Director of Services

Pay Band SCS1

circa £90,000

Closing date: 23:55 Sunday 22nd June 2025



Please do apply via the available link.  
For any further information you can contact  
our recruitment partners via the details below.

Contact point for applicants

Name: Andrew Timlin and Owen Quant

Email: [andrew.timlin@hays.com](mailto:andrew.timlin@hays.com) | 07887777735

Email: [owen.quant@hays.com](mailto:owen.quant@hays.com) | 07867695217

## Companies House Candidate Information Pack.



**INVESTORS IN PEOPLE™**

We invest in people Platinum

Rydym yn buddsoddi mewn pobl Platinwm