

Ref 403010 • SCS Pay Band 2

# The Insolvency Service Chief Executive Officer



Closing date: 23:55 1st June 2025







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# Welcome Message

***The Insolvency Service is an Executive Agency of the Department for Business and Trade (DBT).  
As Chief Executive Officer, you will be responsible for providing strategic leadership and direction for the organisation  
and will work closely with DBT to deliver the policy objectives of Ministers.***



**Mark Austen**  
**Chair of Insolvency**  
**Service**

As Chair I am pleased to work with the Department for Business and Trade as we embark on a search for an exceptional leader to take on one of the most important regulatory roles in the country – as Chief Executive of the Insolvency Service. The Insolvency Service has an outstanding reputation, both within the insolvency profession and across Government, as a centre of excellence for operational insolvency work, corporate investigations and making statutory redundancy payments when an employer becomes insolvent.

The Insolvency Service provides an essential role in administering the law governing corporate failure and personal bankruptcy and has an expanding role in enforcement where bad practice has been identified. The Agency has many facets with every case different providing an interesting and rewarding range of challenges for the new CEO.

With both the business and personal insolvency environments evolving rapidly the new CEO will need to lead the Service in anticipating and transforming to meet the fast changing needs of business – both developing new policies and equipping the Agency to deal with new technologies etc.

The successful candidate will need to show a profound interest in the sector and vision and drive through an ambitious change programme.

I have been Chair of the Insolvency Service now for three years, having been a senior partner in PwC before then taking on a number of non exec and Chair roles. When I joined I was pleased to discover an organisation filled with experienced professionals, who are tackling the myriad of complex challenges in the personal and business insolvency world. I look forward to welcoming and working with the new CEO to the Insolvency Service at this critical and exciting time for our organisation.



**Caleb Deeks & Gavin Lambert**  
**Directors General, DBT**  
**(Hiring Managers)**

The Insolvency Service is a fantastic place to work, with wide ranging responsibilities across the economy that provide the opportunity to make a positive difference to businesses and economic growth. It is a government agency that helps to deliver economic confidence by supporting those in financial distress, tackling financial wrongdoing and maximising returns to creditors.

This is an exciting time for the Insolvency Service – they are constantly innovating and evolving to ensure the UK’s insolvency regime remains effective and can respond to the challenges of changing economic conditions, and they are significantly expanding to tackle economic crime. Working closely with Companies House and the Department for Business and Trade (DBT) they are developing their role to deliver the government’s “prepare, prevent, protect and pursue” strategies.

This is a key leadership role, leading and managing organisational change and transformation, tackling economic crime and developing and introducing the organisation’s strategic plan.

If you are successful, you’ll join a team of professional, expert and committed people motivated by public service and working collaboratively. You will represent the Insolvency Service at the most senior levels with Ministers, Government departments and other stakeholders.

We strongly welcome applications from candidates from all backgrounds, with different experiences and perspectives.

# The Insolvency Service



## What is our mission?

At the Insolvency Service, our principal role is to deliver economic confidence; we do this by supporting those in financial distress, tackling financial wrongdoing and maximising returns to creditors.

We provide the frameworks that deal with insolvency and the financial misconduct that sometimes accompanies or leads to it. Our aim is a corporate and personal insolvency regime which is regarded as fair and efficient, one that gives Directors and investors confidence to start and grow a business in the UK, helping to support economic growth.

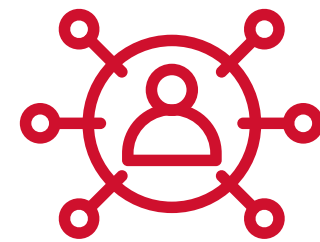
## What is our Structure?

We are an executive agency of the Department for Business and Trade. We have c. 1,800 staff operating from 11 regional centres across Great Britain in London (Stratford), Birmingham, Cardiff, Croydon, Edinburgh, Exeter, Ipswich, Leeds, Manchester, Newcastle and Nottingham.

## What are we looking for?

- We are looking for a Chief Executive Officer (CEO) who brings vision and drive to the Agency, can inspire staff to get behind the Agency's ambitions and work with key stakeholders to drive forward the insolvency and corporate enforcement agendas for Government.
- The CEO will need to be an experienced and inspirational Executive to lead an important government agency that delivers essential services to the public and business.
- The CEO will operate in a political environment at a senior level and will have experience of leading or being part of the leadership of a large operational organisation. The successful candidate will build upon the Agency's strengths, drive up standards through continuous improvement and pursue new opportunities to improve service delivery that technology opens up.
- The CEO will be someone who understands what it means to work in the wider regulatory and enforcement sphere and who will engage with fellow regulators, building and enhancing the agency's key relationships.





# The Insolvency Service

This is an exciting period for the agency – over the next 12 months, we will be setting the strategic vision for the agency for the next five years. The agency has already been growing its range of responsibilities in the enforcement space, following the Economic Crime and Corporate Transparency Act, which gives the Insolvency Service new responsibilities. We are also in the process of modernising and digitising our IT systems and capabilities and over the next five years will be looking at how we can harness technology to deliver better services to our customers.

## What are our responsibilities?

The Agency is responsible for a range of different insolvency, investigation and redundancy functions, working with partners across Government and with regulators and practitioners from the UK's insolvency profession:



- Our frontline teams administer bankruptcies, debt relief orders and Breathing Space applications.
- Our investigation and legal teams investigate the affairs of companies, working to disqualify unfit directors of insolvent companies and also investigate trading companies; taking action to wind them up and/or disqualify directors if there is evidence of misconduct. We also investigate and prosecute directors where criminal offences, primarily under insolvency and company law, are identified.
- Our Official Receivers act as trustee/liquidator in bankruptcy and liquidation cases where no private sector insolvency practitioner is in place.
- Our Redundancy Payments teams are responsible for prompt issue of redundancy payments from the National Insurance Fund, providing a vital safety net to those who have lost their jobs due to the insolvency of their employer.
- Our policy and technical specialists advise Ministers and other government departments on insolvency and redundancy related issues.
- Our regulatory team oversees regulation of the UK Insolvency Profession ensuring appropriate and effective standards are in place.

# Insolvency Service Values



Our company values are essentially the fundamental beliefs that guide our organisations decision-making and overall approach to business. They serve as the bedrock of the company culture, shaping how our employees interact with each other, stakeholders, and the wider world. Here's a breakdown of what company values are and their significance.

## Performance

We are trusted and deliver excellence for our customers and the economy, collaborating across the organisation, the civil service and the private sector.

## Capability

We constantly grow and develop our technical and personal skills and encourage innovation.

## Flexibility

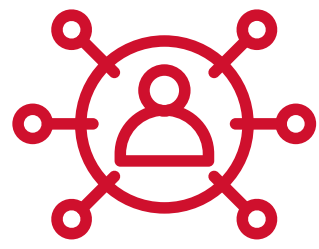
We are able to change what we do as required. Flexible working needs of colleagues are met alongside the needs of the business and our customers.

## Inclusivity & Wellbeing

We trust, support and respect each other, recognising diversity in each other and our customers.

## Brilliant Leadership

We inspire and empower our teams. Leadership is a core skill, as important as technical ability.



# Key Responsibilities

Some key responsibilities in the role will include:

- Being the accounting officer for the agency, accountable to the DBT Permanent Secretary and responsible for effective management of the Agency budget and delivering value for money for taxpayers.
- Providing the leadership, vision and strategic framework which will ensure that the agency operates as a cohesive and high-performing organisation which is able to meet its performance targets, strategic goals and function effectively within a fluid regulatory environment.
- Ensuring that the structure and skill set of the agency is appropriate and sufficiently nimble to enable the agency to deliver its functions and complete its change agenda.
- Ensuring that the Insolvency Service operates within, and holds others to account for, the legislative framework and regulations for Insolvency and Company Law in the UK.
- Working with the Chair to ensure that the board fulfils its statutory obligations and discharges its accountabilities through appropriate governance.
- Working across the insolvency profession and governmental landscapes, in partnership with DBT and others, to ensure that the Insolvency Service contributes to wider government priorities, including the development of policy where necessary.
- Ensuring that the Insolvency Service operates effectively in its role as oversight regulator for insolvency practitioners
- Continuing to develop and build upon the positive reputation of the Insolvency Service through effective communication, both within the regulatory sphere and with external stakeholders, media and across wider government.





# Essential Criteria

We are looking to appoint an inspirational leader able to deliver on the Agency's operational priorities and targets and build a vision for its future to be delivered through a programme of change. We are looking for evidence against the following essential criteria:

- A proven track-record of success in leading and delivering transformational change through technology in large and complex organisations, building and sustaining highly performing, motivated and innovative teams, and driving high staff engagement.
- An accounting officer with evidence of strong financial acumen and experience of the management of risk and budgets within a large and/or complex organisation.
- Excellent communication skills and experience of establishing credibility and relationships with a range of senior stakeholders in both private and public sectors, including Ministers, and an ability to work in conjunction with other agencies or organisations to deliver and strengthen the enforcement of services.
- It is essential that the successful candidate has an interest and ability to learn insolvency laws and regulations.



## Salary, SCS2 Up to £149,000

This role has a minimum assignment duration of 3 years. This is an expectation only; it is not something which is written into your terms and conditions or indeed which the employing organisation or you are bound by.

Standard Civil Service pay principles apply to existing civil servants: Those applying on promotion will receive either a 10% increase of their current basic salary or the pay band minimum (whichever is greater), for those applying on level transfer, there would be no salary uplift, in line with Civil Service pay rules.

This role is available for full-time, or flexible working arrangements. If you wish to discuss your needs in more detail, please get in touch.



# Indicative Timeline

We will try and offer flexibility, if necessary, but it may not be possible to offer alternative dates for assessments or interviews. You are therefore expected to note the below timetable, exercising flexibility through the recruitment and selection process, in order to meet the dates given. Please note that these dates may be subject to change.

The anticipated timetable is as follows:

## Selection Panel

The panel will be chaired by **Martin Spencer, Civil Service Commissioner** and will include:

- Gavin Lambert/Caleb Deeks, Directors General, DBT
- Mark Austen, Chair of The Insolvency Service
- Samantha Durrant, Non-Executive Director, The Insolvency Service
- Nis Bandara, Deputy Director - Company Law & Transparency Team, DBT

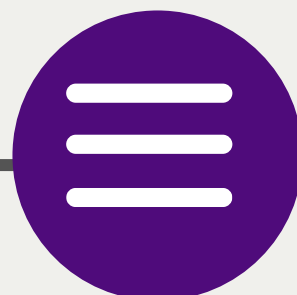
(In exceptional circumstances it may be necessary to alter the membership of the panel, if this happens you will be informed at the earliest opportunity)

**23:55 Sunday  
1st June**



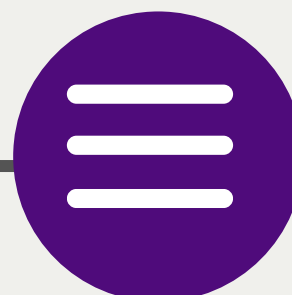
**Deadline for  
applications**

**10th June**



**Longlist results  
expected by**

**27th June**



**Shortlist results  
expected by**

**SEE – 3rd/4th July**



**Assessments &  
Board  
Conversations**

**15th July**



**Interviews**

### **Please note:**

Assessments and interviews are normally conducted during UK business hours. If you are currently based in a different time zone to the role you are applying for, we will try to accommodate this but please be aware that you may need to conduct your assessments and/or interview during unsocial hours.



# How to Apply

## How to apply

Hays, an Executive Search firm, have been appointed to assist with this recruitment campaign. To apply for this post, you will need to submit documentation below via the following link, by no later than 23:55pm on 1st June 2025.

### [Follow this link to apply](#)

If you have any issues accessing the link or questions regarding the documentation, please contact:

- Andrew Timlin: 07887777735, [Andrew.Timlin@hays.com](mailto:Andrew.Timlin@hays.com)
- Owen Quant: [Owen.quant@hays.com](mailto:Owen.quant@hays.com)

### Documentation:

1. A **CV** setting out your career history, with key responsibilities and achievements. Please ensure you have provided reasons for any gaps within the last two years.
2. A **Supporting Statement** of around two pages of A4 explaining how you meet the requirements of the person specification as far as you are able to.

Failure to submit both documents will mean the panel only have limited information on which to assess your application against the criteria in the person specification. Please ensure that both documents contain your full name.

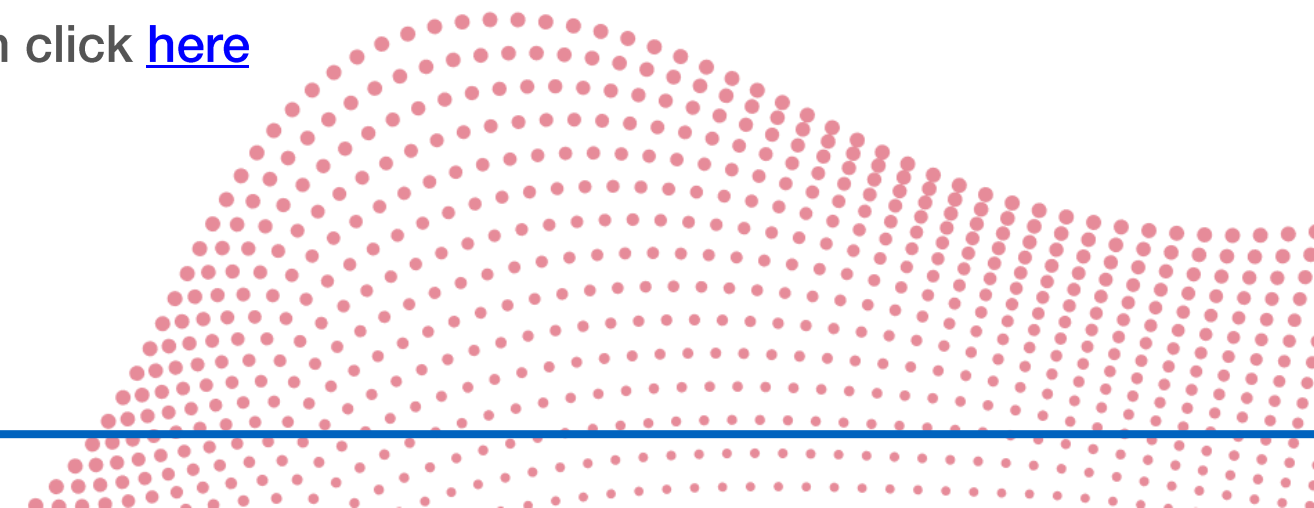
## Your Supporting Statement

This is your opportunity to give examples and show how your skills and experience fit the job requirements.

When writing a supporting statement, it is important that you:

- Read the job specification so you are clear about the job requirements. Structure your personal statement to reflect the essential criteria listed in the advert.
- Make sure you provide evidence against each of the listed criteria - i.e. 'experienced in leading high performing and diverse teams and promoting inclusivity.' When have you led a team, how large, what did you do to promote inclusivity, how did you handle diversity?
- Ensure any evidence you provide demonstrates the impact and result of your actions in that situation, provide statistical evidence where relevant.

For more information click [here](#)







# Recruitment Process

## Longlist

Longlisting is made on the basis of merit, following the closure of the advert, the panel will assess the evidence presented by all applicants against the advertised essential criteria. The highest rated applicants will be invited to a pre-liminary interview with Hays.

## 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 rated applicants will be invited to interview.

## Meeting with the Board

If successful at shortlist, you will be invited to have a short meeting with two members of the Insolvency Service Board on **Friday 4th July**. This will form part of the assessment process and feedback will be shared with the selection panel following the meeting.

## Assessments

If you are shortlisted, you will be also be asked to take part in a series of assessments which will include psychometric tests (ILA) and a staff engagement exercise (SEE). 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.

## Optional conversation with the Chair

You will also have the opportunity to speak to Mark Austen (Chair of Insolvency Service) prior to the final interview to learn more about the role and the organisation. Please note this is not part of the formal assessment process.

## Interview

Shortlisted candidates will be asked to attend an **in-person panel interview in London** in order to have a more in-depth discussion of your previous experience and professional competence in relation to the criteria set out in the essential criteria.

As part of the interview, you will be asked to prepare and present a short presentation. This will be based on a case study/information sent to you ahead of the interview.

## Selection and Feedback

Regardless of the outcome, we will notify all candidates as soon as possible. We will send you a copy of any report for any assessment that you may have undergone as part of the recruitment process. Feedback will only be provided to candidates who reached interview.



# Recruitment Process

## Reserve List

If we receive more applications from suitable candidates than we have vacancies at this time, we may hold suitable applicants on a reserve list for 12 months, and future vacancies requiring the same skills and experience could be offered to candidates on the reserve list without a new competition. We will contact you to confirm if your application is to be held on a reserve list.

## Diversity Monitoring

As part of the online application process, you will be asked a number of diversity-related questions. If you do not wish to provide a declaration on any of the particular characteristics, you will have the option to select 'prefer not to say'. The information you provide when submitting your application will help us monitor our progress towards the Civil Service becoming the most inclusive employer.

## Reasonable Adjustments

The Department is recognised as a Disability Confident Leader. Please follow this [link](#) for information. We are committed to attracting, recruiting and retaining disabled people and supporting them in achieving their full potential. If you need a reasonable adjustment, to be made so that you can make your application, you should contact [Andrew.timlin@hays.com](mailto:Andrew.timlin@hays.com) or [Owen.quant@hays.com](mailto:Owen.quant@hays.com) as soon as possible before the closing date to discuss your needs.



Furthermore, we are also able to offer reasonable adjustments throughout the recruitment process at assessment and interview stage. For example, this may be a consideration around wheelchair access at interview, or adjustments for neurodiversity (e.g. ADHD, autism, dyslexia or dyspraxia) when extra time can be offered for written tests or alterations to the environment in which you're interviewed.





# Benefits of Working for Insolvency Service

**The Insolvency Service is a rewarding place to work. Benefits include:**

**Leave Entitlement:** We offer generous annual leave, sick leave, maternity leave, paternity leave, and other leave options to support a healthy work-life balance. Full-time employees and those on modernised terms receive 25 days of leave, increasing to 30 days after five years. You're also entitled to eight public/bank holidays and one additional privilege day. The leave allowance is pro-rated for part-time employees.

**Work-life Balance:** We understand the need for a healthy work-life balance by providing a variety of flexible working options, including part-time work, job sharing, and flexible hours. This empowers you to manage your personal commitments effectively, ensuring your career continues to flourish.

**Hybrid Working Policy:** We offer a hybrid working model based on business needs, giving you flexibility to balance home and office work. You'll be expected to work from one of our regional offices for team collaboration. The model allows you to split your week, with at least 60% spent in the workplace. We support flexible work arrangements to help you manage family commitments.

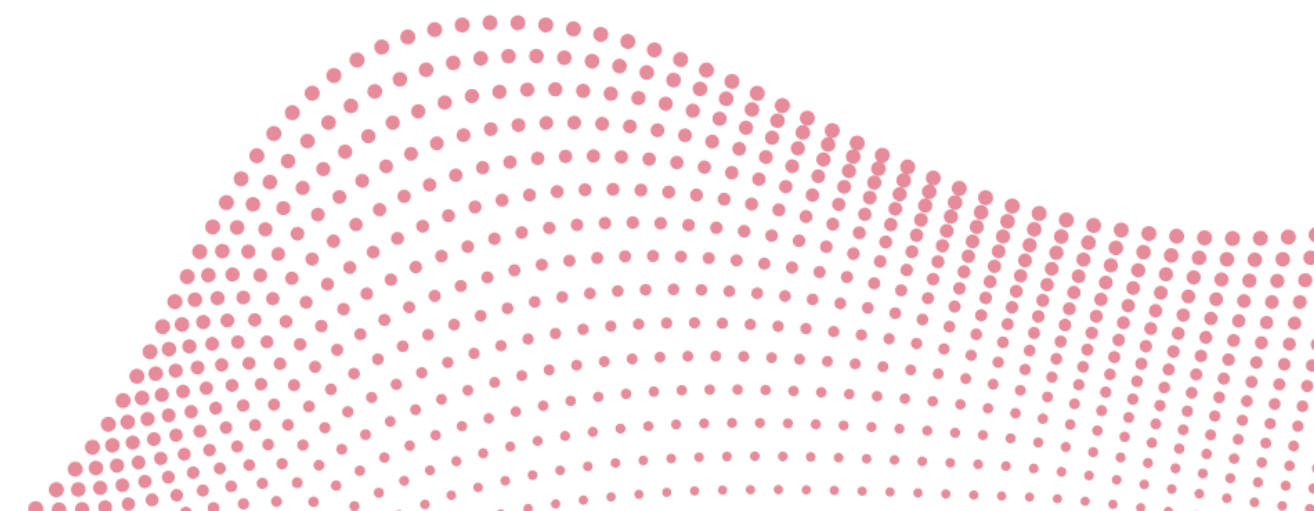
**Salary Sacrifice Schemes:** Save money on your commute with Cycle to Work and manage existing childcare vouchers through Edenred.

**Employee Discounts:** Access a variety of discounts through Edenred, including shopping, travel, and entertainment.

**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:

[www.civilservicepensionscheme.org.uk](http://www.civilservicepensionscheme.org.uk)





# Diversity and Inclusion

At the Insolvency Service, we're committed to creating a workplace where everyone feels safe, respected, and valued for who they are. We believe a diverse and inclusive workforce fosters innovation, high-quality work, and a positive working environment.

## We Champion Inclusion:

We celebrate a culture of belonging, where everyone can bring their authentic selves to work.

We will not tolerate bullying, harassment or other unfair discrimination of any employees on grounds of age, working-pattern, disability or long-term health conditions, sex, sexual orientation, pregnancy and maternity, race, religion or belief, gender identity, expression or reassignment, or relationship status; marriage (including equal/same sex marriage) and civil partnership.

We actively encourage applications from neurodiverse individuals, recognising the value of diverse perspectives.

## Membership and Networks:

Our membership in the Business Disability Forum demonstrates our commitment to embedding diversity and inclusion throughout our agency.

We offer nine active employee network groups, these include LGBT+, Women's, Mind Matters, FACE, Disability & Health, The Shed, Carers, No Limits and Part Time Workers. These groups drive positive change, contribute to policy development, and provide invaluable support to our staff. Their work helps us create a safe and welcoming environment where everyone feels they belong.







### 1. Can I apply if not currently a Civil Servant?

Yes. This role is open to suitably qualified people in the external market and to existing civil servants and those in accredited Non-Departmental Bodies.

### 2. Where will the role be based?

The role can be based at any of the Insolvency Service's regional centres: London (Stratford), Birmingham, Cardiff, Croydon, Edinburgh, Exeter, Ipswich, Leeds, Manchester, Newcastle and Nottingham. The postholder will be expected to travel to each Regional Centre from time to time, and to Birmingham and London each month for Board and Executive Committee meetings, which may necessitate overnight stays. Some infrequent overseas travel will also be necessary, given the Service's international commitments.

### 3. Can I claim back any expenses incurred during the recruitment process?

No, unfortunately we will not be able to reimburse you, except in exceptional circumstances and only when agreed in advance.

### 4. What do I do if I want to make a complaint?

The law requires that selection for appointment to the Civil Service is on merit on the basis of fair and open competition as outlined in the Civil Service Commission's Recruitment Principles.

If you feel your application has not been treated in accordance with the Recruitment Principles and you wish to make a complaint, you should contact Georgia Defeo [SCSrecruitment@businessandtrade.gov.uk](mailto:SCSrecruitment@businessandtrade.gov.uk) in the first instance.

If you are not satisfied with the response you receive from the Department, you can contact the Civil Service Commission at:

<https://civilservicecommission.independent.gov.uk/contact-us/>

### 5. What should I do if I think I have a conflict of interest?

Candidates must note the requirement to declare any interests that might cause questions to be raised about their approach to the business of the Department. If you believe that you may have a conflict of interest, please contact Andrew Timlin, [Andrew.timlin@hays.com](mailto:Andrew.timlin@hays.com) or Owen Quant, [Owen.quant@hays.com](mailto:Owen.quant@hays.com) before submitting your application.



## 6. Security Clearance and eligibility:

This role currently requires Security Clearance (SC) and you must hold or be prepared to undertake clearance to this level ahead of your start in the position.

## 7. What nationality do I need to hold in order to apply?

The following groups are broadly eligible to apply:

- UK nationals
- Nationals of the Republic of Ireland
- Nationals of Commonwealth countries\*

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

For further information on whether you are eligible to apply, please visit [GOV.uk](https://www.gov.uk).

## The qualifying criteria needed to apply for SC:

A resident in the UK for three out of the last five years immediately prior to your application. Please note: at least one year of this must have been a consecutive twelve-month period, unless you have served overseas with HM Forces, or in some other official capacity as a representative of His Majesty's Government, or have lived overseas as a result of your parent's or partner's Government employment.



# Thank You

If you wish to discuss the role in more detail before submitting an application, please contact Hays Executive on:

 [Andrew.Timlin@hays.com](mailto:Andrew.Timlin@hays.com)



Our work is governed by the Civil Service Commission