

Job Description

Job Title	Senior Finance Improvement Specialist
Directorate	Finance and Resources
Service Area	Finance Improvement
Grade	9
Competency Level	2
Salary	£51,356 - £56,673
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A10429

Job Purpose

This role is designed to drive continuous improvement across finance processes, controls, and reporting. The postholder will combine analytical thinking with professional curiosity to identify inefficiencies, deliver insights, and support measurable financial and operational improvements.

Directly Responsible For:

Finance Improvement Specialist(s) and indirect supervision and mentoring of Project Managers and Project Support.

Directly Responsible To:

Finance Improvement Lead

Main Areas of Responsibility:

Process Analysis and Review:

- Drive evidence-based decision-making through robust financial and operational analysis, applying professional scepticism to identify risks, inefficiencies, and improvement opportunities
- Conduct comprehensive reviews of finance processes, including mapping current (“as-is”) processes, to streamline activities, reduce inefficiencies, and strengthen control to achieve best value
- Identify and leverage existing or emerging technologies to improve processes, enhance customer outcomes, and maximise efficiency and benefits realisation.
- Own the business analysis phase of the project lifecycle, acting as the key liaison with customers and senior stakeholders to deliver cost savings, added value, and agreed project outcomes

Continuous Improvement Delivery

- Identify and deliver financial process and financial efficiency opportunities through structured improvement methodologies (e.g. Lean), achieving measurable benefits such as cost savings, stronger controls, and improved service delivery, with ongoing benefits realisation

- Lead the embedding of a sustainable finance improvement culture across the organisation, demonstrating the value of improvement -techniques and enabling teams to achieve their objectives
- Identify and assess changes to national, regional and local legislation and policies and understand and explain the impacts of these changes on the business environment / processes as well as contributing to the development of local policy
- Continuously review and enhance business analysis practices and assess the impact of national, regional, and local policy or legislative changes, contributing to local policy development and ensuring processes remain fit for purpose and aligned to best practice

Insight and Problem Solving

- Apply critical thinking and professional curiosity to understand root causes of issues
- Challenge existing practices constructively and propose practical, evidence-based solutions
- Translate complex financial and non-financial data into meaningful insights

Documentation and Reporting

- Capture and manage customer requirements, producing clear, structured documentation of processes, findings, and recommendations
- Develop accessible outputs such as user-friendly reports, dashboards, and visual summaries, ensuring insights are understood by both finance and non-finance stakeholders
- Clearly and confidently communicate data and business analysis findings and recommendations to customers, key stakeholders, and senior management to support informed decision-making

- Support or lead the development of business cases and post-implementation benefits reviews to ensure programmes deliver best value and intended outcomes

Stakeholder Engagement

- Act as a key liaison with internal and external customers, suppliers, and technical design professionals to ensure solutions meet requirements, expectations, and deliver exceptional outcomes
- Build effective working relationships with finance teams, wider business areas, Members and external partners
- Create and facilitate a supportive environment for discussions, workshops, or interviews which encourages productive engagement and collaboration

General

- Ensure that appropriate arrangements are in place to provide for a positive work/life balance both in terms of personal workload and that of direct reports

Other

- Undertake, where required, other responsibilities and duties including work related to all areas of business, on behalf of the organisation, where this is commensurate with the grade of the post. This may entail working from other locations

Supervision and Management Responsibility:

- Will be responsible for supervising Graduate Finance Improvement Specialist including coordinating operational tasks, coaching and mentoring, and providing feedback on performance
- Will be responsible for the indirect supervision of a small team of project managers and project support including coaching and mentoring and providing feedback on performance

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The job would include using a computer and sitting at a desk for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

The competency framework can be found [here](#).

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility.

Person Specification

Assessment methods used:

I = Interview, P = Presentation, A = Application, E = Exercise, T = Test,

AC = Assessment Centre

Qualification and training

Essential

- Degree or equivalent in a relevant discipline (A,I)
- Successful completion of one or more Improvement Specialist training courses, or relevant experience (A,I)

Desirable

- Knowledge and understanding of project management methodologies (e.g., Prince2, Agile)
- Commitment to continuous professional development in a relevant field

Experience

Essential

- Extensive experience of carrying out finance improvement activities in a complex environment (A,I)
- Experience of working with and influencing cross-functional teams with competing priorities and business drivers (A,I)



- Experience of analysing large complex data sets (financial or operational) to generate insights and identify inefficiencies and improvement opportunities (A,I,P)
- Experience of clearly and confidently communicating business analysis findings and recommendations to customers, key stakeholders, and senior management to support informed decision-making (A,I,P)

Desirable

- Extensive knowledge of techniques associated with improvement processes
- Experience of working within Public Sector

Skills/Abilities

Essential

- Strong analytical and problem-solving skills (A,I)
- Excellent written and verbal communication skills, including the ability to present comprehensive information in a simple, user-friendly way to internal and external stakeholders (A,I)
- Strong interpersonal and organisational skills to manage competing priorities within cross-functional project teams (A,I)
- Ability to think critically and challenge constructively (A,I)
- Demonstrates attention to detail when completing documentation and presenting findings (A,I)
- Understanding of change in an organisation (A,I,P)
- Manage personal workload and schedules to ensure activities meet customer expectations, business drivers and do not put project or programme delivery timescales at risk (A,I)

Desirable

- A good understanding of digital transformation with a strong technical and ICT awareness
- Ability to undertake appropriate background research and benchmarking
- Business improvement, quality systems/tools and techniques design and implementation
- Ability to work independently or with minimal supervision
- Coaching and mentoring

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Focused on project delivery and customer satisfaction
- Understand and anticipate customer's needs and aspirations, owning their issues through to resolution
- Ownership of problems