



Role Profile

Vacancy Summary			
Job title:	BOU Client Service Lead	Job reference:	HUM1110-545
Reporting to:	Co-Heads of Policy & Markets	Team:	The Business Operations Unit
Closing Date:	31 August 2025	Interviews w/c	15/09/2025 (indicative)
Salary Range:	£55,000 – £65,000	Contract Type:	Permanent

About the Role
<p>The Client Service Lead is responsible for overseeing the Business Operations Unit (BOU), ensuring efficient administration of Public Works Loan Board (PWLB) loans, Debt Management Account Deposit Facility (DMADF) deposits, and Commissioners for the Reduction of the National Debt (CRND) fund management, while prioritizing operational activities and maintaining high performance standards. The Lead will manage the team of staff as well as other internal and external stakeholder relationships. The role will also include oversight and operational roll-out of an automated system for deposits and loans.</p> <p>About the team</p> <p>The UK Debt Management Office (DMO) is an Executive Agency of HM Treasury. The <u>DMO's responsibilities</u> include debt and cash management for the UK Government, lending to local authorities and managing certain public sector funds.</p> <p>The Business Operations Unit (BOU) is a front-office operational team responsible for administering three client services. These are: advancing loans to local authorities (PWLB), taking short-term deposits from local authorities (DMADF), and managing various funds on behalf of the Commissioners for the Reduction of the National Debt (CRND).</p> <p>Each client service also has a Topic Lead - a member of staff with relevant business knowledge who is responsible for policy and strategic matters associated with the relevant client service, and the BOU works closely with the Topic Leads.</p> <p>Key responsibilities and main tasks and activities:</p> <ul style="list-style-type: none">• Ensure accurate and timely processing of daily operational and investment requirements for the core BOU functions.• Monitor performance against operational targets and report outputs in line with daily, weekly, monthly and annual deadlines.• Manage internal business development & policy projects relevant to the BOU business functions.• Provide overview of activity to internal and external stakeholders including commentary regarding fund activity and current solvency margins• Maintain and update relevant sections of the DMO website and relevant agreements with other teams and government departments• Lead the BOU team and manage staff and stakeholder relationships and drive continual operational improvement to meet business objectives cost effectively.• Ensure the delivery of any relevant audit treatments or incident and/or risk register actions.

- Coordinate advice to stakeholders on proposed changes in policy or strategy that could impact operational processes

Essential Skills -

- A degree level qualification or equivalent in a relevant field would be preferred but is not essential
- Several years of experience in a client service role, ideally with exposure to financial markets.
- Experience in process automation and a proactive approach to identifying and implementing process improvements
- Proven experience in managing and developing others, with the ability to lead by example and support team growth.
- Delivery focused with excellent attention to detail. Proven ability to meet operational targets, work within tight timelines, and ensure business objectives are met.
- Strong time and resource management
- Ability to build effective relationships with key stakeholders and communicate confidently with senior colleagues and management.
- Intermediate Microsoft Office skills, strong data entry and handling capabilities
- Experience of preparing financial reports and financial reconciliations

Sift Criteria

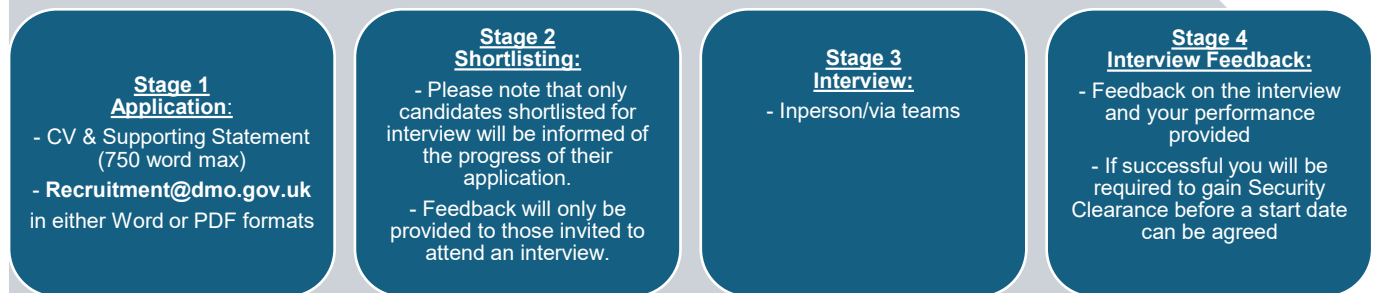
For this vacancy, we will use the Civil Service Success Profiles to assess you against the following Behaviours, Experience and Technical Skills:

- **Experience:** Several years of experience in a client-facing operational role, within financial markets (**Lead criteria**).
- **Behaviour: (Leadership):** Several years of experience managing others, with a successful track record of leading a team and developing staff capability (**Lead Criteria**)
- **Technical:** Experience of preparing financial reports and financial reconciliation
- **Behaviour- (Communicating and influencing)** Ability to build effective relationships with key stakeholders and communicate confidently with senior colleagues and management.
- **Behaviour (Delivering at pace)** Proven ability to meet operational targets under pressure, demonstrating attention to detail and strong time management.

Candidates – Please note, you will need to evidence in your application of how you meet these criteria. The supporting statement and CV will be assessed.

If we receive a large number of applications, applications will be assessed against the lead criterion alone first. They will then be assessed against the other criteria if they have met the minimum score on the lead criteria

Application details



Supporting statement and CV

It is essential when submitting your personal statement that you provide as much detail as possible, and utilise the full word count given, explaining your motivation for the role and against the essential and selection criteria outlined above as this will be used in conjunction with your CV to assess candidate suitability to move to the next stage of the recruitment process. Incomplete applications will not be reviewed.

AI

Artificial Intelligence can be a useful tool to support your application, however, all examples and statements provided must be truthful, factually accurate and taken directly from your own experience. Where plagiarism has been identified (presenting the ideas and experiences of others, or generated by artificial intelligence, as your own) applications may be withdrawn and internal candidates may be subject to disciplinary action. Please see our [candidate guidance](#) for more information on appropriate and inappropriate use.

Interview

For this vacancy, we will use the [Civil Service Success Profiles](#) to assess you against , Experience ,Technical Skills and the following Behaviours :

Behaviours:

- Making effective decisions
- Leadership
- Communicating & Influencing
- Working Together
- Delivering at pace
- Managing a quality service

Please visit the following pages to find out more:

- [UK DMO Careers](#)
- [Career FAQ Page](#)

If you need any reasonable adjustments to take part in the selection process, please tell us about this in your application form. If you would like to speak to the DMO recruitment team regarding this, you can contact them via email at Recruitment@dmo.gov.uk. A reserve list may be held for up to 12 months from which further appointments may be made for the same or similar roles.

Timetable

Applications close at **23:55 on 31 August 2025**

Sifting w/c. 8th September 2025

Interviews w/c. 15th September 2025

These dates are indicative and may be subject to change

Please note; feedback will only be provided if you attend an interview or assessment.

Working arrangements

Hours of work/Hybrid working

The working hours of this post are 36 hours per week excluding lunch breaks. This post is available on a full-time basis although part time/job share/flexible working hours may be considered.

We are an operational business and delivery of our Remit is a priority. We are a London based organisation and our contracts reflect that our place of work is our London office.

UKDMO is a flexible employer. We work in small teams and individuals have a say in how they do their work. Where employees have health or caring responsibilities, we are empathetic to different situations.

We work a hybrid pattern. From 1st April 2024 our expectation is for employees to work remotely for 40% of their time and 60% of their time in the office. This is in line with the rest of the Civil Service and much of the private sector. We measure this over a rolling month so that individuals can plan their time, in agreement with their line manager, and in order to meet business need.

In agreeing how we work, UKDMO has to balance the need to meet all business objectives, including working collaboratively, with our understanding of individual circumstances.

Eligibility Statement

Individuals appointed to the DMO will be subject to National Security Vetting. To allow for meaningful checks to be carried out applicants will normally need to have lived in the UK for at least 3 out of the past 5 years. A lack of UK residency in itself is not always a bar to security clearance, but the Department will need to consider eligibility on a case by case basis using all information that can be obtained following a successful application.

Data Protection

The DMO will keep your personal details and other information relating to your application for a maximum of two years following the close of the campaign, for audit purposes only after which time it will be securely destroyed. All data is held securely and takes account of our obligations under the General Data Protection Regulation (GDPR).

Civil Service Commission

The DMO's recruitment processes are underpinned by the recruitment principles of the Civil Service Commissioner, which outline that selection for appointment is made on merit on the basis of fair and open competition. <https://civilservicecommission.independent.gov.uk/recruitment/recruitment-principles/>

