



POMS - Financial Planning & Analyst (FP&A) Manager



About the Post Office and POMS

The Post Office has thrived at the heart of high streets and local communities across the UK for over 370 years. As one of the country's most trusted brands, we take our commitment to providing essential services to customers across the UK very seriously.

We're the UK's largest retail network, as well as the largest financial services provider in the UK, with over 11,600 branches nationwide – more than all of the UK's banks and building societies put together.

We know that the best way to provide a great service for customers is to evolve our business and adapt to their changing needs. That's why we have a range of over 170 products and services, from personal financial services like banking, insurance, payments and travel money, to telecoms and, of course, mails. And we're improving our online and in store experience for customers. We know that our customers never stop changing, so neither will we.

Securing the future Post Office's future:

We are working hard to ensure that the next chapter of the Post Office's history is a bright one. We are the current guardians of an iconic business and we want to hand over a thriving network of branches which can continue to provide essential products and services for our customers for many years to come. This is a uniquely exciting and challenging time for the Post Office – we're shaping the future and creating a business we can all be proud of.

Working at the Post Office:

Post Office colleagues are the driving force behind our business. Whether they are in our branches or supporting from our offices, we are proud of the energy, commitment and customer focus our people all have in common.

All Post Office people are guided by our three values and behavior's, see [Code of Business Standards](#):

We **care** by always **thinking customer**

We strive to make things ever better through **honest challenge**

We **commit** to **decisive deliver**

Post Office Management Services Limited (POMS) provides Insurance products to the UK market via Internet and telephone sales and distribution via Post Office branches by Post Office Limited (appointed representative). POMS is a 100%-owned subsidiary of POL group with its own Board and is regulated by FCA. POMS has ambitious growth aspiration requiring significant investment in both its operating model and distribution strategy.

The basics

Job Title:	<i>Financial Planning and Analysis Manager</i>
Grade:	<i>N/A</i>
Post Reports to:	<i>Chief Financial Officer</i>
Division:	<i>Finance</i>
Business Unit:	<i>POMS</i>
Budget Responsibility:	<i>Indirect - Approx. £51m Income & £42m Costs</i>
Number of Direct Reports:	<i>0</i>
Location:	<i>Finsbury Dials, 20 Finsbury Street, London EC2Y 9AQ</i>

The purpose of the role

This role is an integral part of the Finance team within Post Office Management Services (POMS). The purpose of the role is provide word class FP&A support to the business. The role plays a crucial role in POMS by performing budgeting, forecasting, and analysis that supports major business decisions of the CFO, CEO, and the Board of Directors.

Principal accountabilities

Analyse current and past trends in key performance indicators including all areas of revenue, cost of sales, expenses and capital expenditures

Monitor performance indicators, highlighting trends and analysing causes of unexpected variance

Oversee and manage the continued development of Budgeting, Financial Forecasting, Operating Plan and Modelling tools

Ad-Hoc Reporting and Analysis

Quarterly and Monthly Financial reports to group

Assist with the implementation of the new MI system and be a self-service “super” user

Improve performance by evaluating processes to drive efficiencies and understand ROI in marketing programs, as well as new projects / products / initiatives

Develop financial models and analyses to support strategic initiatives / business cases

Analyse complex financial information and reports to provide accurate and timely financial recommendations to management for decision making purposes

Supporting Senior Management Team and Departments heads with in-depth analysis

Prepare presentations to Board of Directors and Senior Management Team

Flag any possible regulatory or tax issues identified to CFO

Key stakeholders

Internal

- CFO, POMS
- Managing Director, POMS

- POMS Leadership team (ExCo)
- POMS Board
- Product Heads

External

- Partners and suppliers
- Vendors

Qualifications, experience and skills

- A qualified chartered accountant
- Experience as Manager or Director of Financial Planning and Analysis
- Strong leadership skills required. Experience in general insurance strongly preferred, or other high volumes financial services
- Advanced Microsoft Excel and PowerPoint skills. Access and Lawson skills desirable
- Highest standards of accuracy and precision; highly organized with focus on deadlines
- Articulate with excellent verbal and written communication skills
- Ability to think creatively, highly-driven and self-motivated
- Demonstrated ability to roll-up sleeves and work with team members in a hands-on management capacity
- Ability to work comfortably with incomplete information and deal with ambiguity in a fast-paced, high-pressure environment
- Extremely curious - not satisfied with easy or convenient answers; drives issues to root cause
- Strong communication and presentation skills
- Strong teamwork and interpersonal skills; must be able to form positive relationships with business partners and peers

Where does this role fit in with the rest of the team?

