
JOB DESCRIPTION

Job Title: Senior Finance Business Partner – Income and Direct Costs

Grade: E

Department: Finance

Main purpose of job:

The Senior Finance Business Partner will play a critical role in supporting income-generating profit centres within the organisation, providing insight, challenge, and decision support to drive sustainable financial performance in line with the charity's mission.

The role will lead on understanding key financial drivers and assumptions, delivering robust scenario analysis, and developing and maintaining a cost-to-serve model to inform strategic and operational decision-making. In addition, the postholder will take financial management responsibility for the organisation's transformation programme (Renew), overseeing financial accounting and reporting, managing costs, and tracking benefits realisation using the cost-to-serve framework.

The role includes line management responsibility for one direct report and close collaboration with senior stakeholders across Finance (including Treasury), Client Relations, Operations, Product, and Transformation.

Responsible to: Head of Group Accounts

Budgetary responsibilities: N/A

Responsible for: N/A

Key Job Responsibilities:

Business Partnering & Financial Insight

- Act as a trusted Finance business partner to leaders of income-generating profit centres, providing timely, insightful financial analysis and constructive challenge.
- Develop a deep understanding of revenue drivers, cost structures, and operational assumptions across income streams.
- Translate financial data into clear, actionable insights to support strategic planning and performance improvement.

Scenario Analysis & Cost-to-Serve

- Build, maintain, and enhance a robust cost-to-serve model to support pricing, investment decisions, and profitability analysis.
- Lead scenario modelling and sensitivity analysis to assess the financial impact of strategic options, changes in assumptions, and external factors.
- Use the cost-to-serve model to support forecasting, budgeting, and long-term financial planning.

Transformation Programme Finance

- Oversee financial accounting, reporting, and control for transformation costs, ensuring accuracy, transparency, and compliance.
- Track and report benefits realisation, linking financial outcomes to the cost-to-serve model and agreed transformation objectives.
- Partner with programme and project leads to ensure strong financial governance, value for money, and timely delivery of benefits.
- Work with colleagues in CAF America to ensure Group information is accurate and consistent.

Financial Reporting & Control

- Produce high-quality management information, forecasts, and variance analysis for senior stakeholders using one source of truth.
- Ensure financial risks and opportunities are clearly identified, quantified, and communicated.
- Support continuous improvement in financial processes, systems, and reporting.

Stakeholder Management

- Line manage and develop one direct report, providing coaching, clear objectives, and performance feedback.
- Maintain relationships internally and externally as needed to undertake the role.
- Support with internal and external audits related to the transformation programme.
- Foster a culture of collaboration, accountability, and continuous improvement within the finance function.

CAF Values and Behavioural Indicators

The CAF Values and Behavioural Indicators set out in a transparent and consistent manner the explanation of the performance expectations of all CAF People. Through the use of common language and common standard, it combines a set of behaviours with the required technical skills and knowledge needed to effectively perform in any given role in CAF. This is used for the assessment, management and development of performance of all our people across CAF

Please refer to the link: [CAF values and indicative behaviours](#) for the CAF Values and Behavioural Indicators.

Date: March 2026

PERSON SPECIFICATION

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Date: March 2026

Attributes	Essential ✓	Desirable ✓	How Evidenced ⁺
Experience <ul style="list-style-type: none"> • Experience of working in a complex organisation. • Experience of working within financial services or the third sector. • Experience of line management or mentoring. • Proven experience of scenario analysis, financial modelling, and understanding cost drivers. • Experience of managing or supporting transformation or change programmes from a financial perspective. 	✓ ✓ ✓	✓	A & C & E
Qualifications <ul style="list-style-type: none"> • Fully qualified accountant (e.g. ACA, ACCA, CIMA or equivalent). • Degree or its equivalent. 	✓	✓	A & C & E
Specialist Skills/ Ability/Knowledge <ul style="list-style-type: none"> • Strong analytical and problem-solving skills, with attention to detail. • Proven ability to work autonomously in a fast-paced and fluid environment, demonstrating initiative, adaptability and sound judgement. • Strong commercial acumen with experience supporting income-generating or profit-focused activities. • Confident engaging with and challenging senior management. • Knowledge of accounting standards, tax regulations, and VAT requirements. • Competent using Microsoft Outlook, Excel and Word. • Familiar with using accounting systems. 	✓ ✓ ✓ ✓ ✓ ✓	✓	A & C
Communication <ul style="list-style-type: none"> • Ability to communicate with all levels of staff clearly and effectively. • Strong verbal and written communication style. • Collaborative approach and commitment to building positive working relationships. • Strong influencer. 	✓ ✓ ✓ ✓		A & C
Personal Qualities <ul style="list-style-type: none"> • Drive • Positive, flexible, can-do attitude • Ability to motivate teams • Strong team player • High levels of integrity, professionalism and discretion. • A proactive, improvement-focused mindset with a strong sense of ownership and ability to deliver to agreed deadlines. • Interest in, or commitment to, the charitable purpose and values of the organisation. 	✓ ✓ ✓ ✓ ✓ ✓ ✓		A & C

Special Conditions <ul style="list-style-type: none"> • "Office first" role based in Kent. 	✓		A & C
Prior to Appointment All posts: <ul style="list-style-type: none"> • Credit Check • Sanctions Check • Basic DBS Check • Employment References • Medical Clearance • Right to Work in the UK 	✓ ✓ ✓ ✓ ✓ ✓		R/E

✓ Tick either the Essential or Desirable column as appropriate for each attribute
 † Insert the code from the key below for how you intend to assess this requirement e.g. at interview, via references etc.

Key

R = References, E = Evidence/Certificates, A = Application, C = Competency Interview, T = Testing/Assessment