



## Focus on Finance

### Richard Dunmore – Directly Managed Capital Manager

I've worked for Thames for the last 10 years, and in that time have been lucky enough to work with many different teams across the business.

I joined Thames Water as a Finance Business Partner in the Customer Services team, working with the managers to ensure they understood their running costs and were budgeting to meet the requirements of the efficiency challenges that were being delivered whilst also making sure that the response times for customers weren't compromised.

My next role was to be the Finance Manager for the Waste Water operations team. My team supported the running of 350 operational Treatment works, 2,500 pumping stations and 70,000km of Sewage Network. We were tracking the operational expenditure and capital maintenance across all of these sites, and supporting the operations teams with budgeting, planning and performance improvement.

In 2010 I moved across into the newly created Operational Management Centre where I had responsibility for creating the medium term activity plans for the business which would enable us to deliver the targets we had agreed to within our Strategic Plan. A couple of years later I took this experience and joined the team that was created to build the next business plan for 2015-2020. This plan includes for the first time detailed bottom up activity plans which are integrated with the impacts of the multi-billion pounds investment programme that we are running.

Recently I've moved back into a role in Finance responsible for the governance and reporting of all operations led Capital Maintenance.

There is always the opportunity to get involved in lots of project work within Thames, and over the years I have had to split ledgers for units that we have sold, offered finance as a managed service to purchasers of our businesses and coordinated the insurance claims from two major flooding events across our region. The highlight for me, however, was earlier this year when I was one of a small group of people who worked to create a new vision and set of values for Thameswater for the future. This was a once in a career opportunity that I feel privileged to have been involved in. Facilitating a number of workshops with 300+ participants as part of the roll-out of the vision and values was a lot of fun as well as hard work.

Thames is a great place to work and, gives people fantastic opportunities to grow and develop new skills. I feel immensely proud to be at Thames.

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