

The Business Banking
Resolution Service

Chief
Adjudication
Officer





Welcome

Thank you for your interest in becoming the inaugural Chief Adjudication Officer (CAO) at the new Business Banking Resolution Service (BBRS). The BBRS will provide an industry funded dispute resolution service to resolve historic and future disputes between SMEs and participating providers of banking services in a transparent, timely and accessible manner without the need for litigation.

The new voluntary dispute resolution service will:

- resolve business disputes between eligible SME customers and banks in a transparent, timely and accessible way;
- reach fair and reasonable determinations on an independent basis and without need for litigation;
- become a trusted and independent partner to eligible SME customers and banks in restoring mutual trust between the parties;
- provide a customer focused service which prioritises those with the greatest vulnerability;
- ensure the highest quality standards as a leading voluntary dispute resolution service, and
- continually learn from customer feedback and identify service improvement actions for the banks.

We are guided by the commitment to do and be seen to do what is right, fair, and reasonable at all times.

To lead the establishment of the Service, we are seeking expressions of interest from individuals who would like to be considered for the most senior appointments in the new organisation – the Chief Executive (CEO), Chief Adjudication Officer (CAO), Chairperson and Non-executive Directors.

The Chairperson, CEO and CAO will work in collaboration to deliver the Service, manage its public profile and customer communications and provide reliable and timely determinations on a fair and reasonable basis. All three appointments require individuals of considerable stature and leadership credibility in their field, with an outstanding record of achievement. The CAO appointment will be a part-time role, with a higher time commitment during the organisation's start-up phase.

As Chief Adjudication Officer (CAO) of a new, voluntary dispute resolution service, you will be responsible for appointing assistant adjudicators to support you in overseeing the review of complaints and appeals. You will be a retired judge, former ombudsman or experienced arbiter and must be technically expert in dispute resolution. Experience in banking or wider financial services is not required.

For updates on our early development visit <https://thebbrs.org/>

If you have the background, skills and qualities we are looking for then we very much look forward to hearing from you.

Lewis Shand Smith
Chair, Independent Steering Group



Role Profile

Role	Chief Adjudication Officer
Reports to	Chairperson and the Board
Key relationships	CEO; Chair and Board; stakeholders and partners of the new Service; and with banks, the SME community, media, opinion formers and other stakeholders as appropriate.
Role purpose	The Chief Adjudication Officer oversees the delivery of fair and consistent resolutions of customer complaints and disputes. You will be accountable for making fair and reasonable judgements and for embedding the required policies and quality standards to support these.

Main responsibilities of the appointment

- Hold public accountability of service determinations.
- Provide fair, impartial and objective adjudication, including of complex cases and appeals as these arise.
- Approve the casework quality procedures that will promote best practice within the organisation.
- Monitor the quality and consistency and quality of outcomes.
- Exemplify the values of independence, honesty and integrity, and the principles of good complaint-handling and evidence-based decision-making.
- Ensure technical excellence within the organisation and support colleagues / senior case assessors to develop and hone their own judgement to deliver timely, fair and consistent determinations.
- Ensure appropriate capacity and capability of case assessors.
- Promote engagement with customers and customer representative groups.
- Contribute to and otherwise support as appropriate the communications, public affairs and media obligations of the organisation.
- Establish appropriate learning and feedback arrangements to perpetually improve the basis and quality of outcomes.
- Provide 'lessons learned' service improvement actions to the banks.
- Consider any need for issue escalation to relevant regulators.
- Become a Board Director and report as part of the executive management team.



Person Specification

Knowledge and experience

- Outstanding track record of achievement personally and professionally with established reputation, profile and standing in their field.
- Deep personal experience of handling commercial and contractual dispute resolution and of reflecting and communicating outcomes.
- Extensive understanding of dispute resolution methods such as adjudication and mediation.
- Experience of working on cases or inquiries of a sensitive or high-profile nature, the outcomes of which have been in the public, political or media interest.
- Understands the value of independence in this context and has a reputation for fairness and impartiality.

Skills and abilities

- Able to identify and respect the 'bigger picture', and to view cases from a range of professional, social and cultural perspectives.
- Highly effective interpersonal and diplomatic skills and can tailor communications to engage with different audiences.
- Sound judgement and decision-making abilities.
- Excellent ambassadorial skills and able to represent BBRS credibly when under the public, political or media spotlight.
- Able to interpret and deliver procedural fairness, and to do so at a very senior level.

Leadership style and personal attributes

- Emotionally intelligent; empathetic with SMEs and operates with sensitivity and diplomacy.
- Personally influential; has a reputation for independence and fairness and is of undisputed personal integrity.
- Committed to thematic review of the Service's performance against quality assurance standards.
- Possesses the energy and drive for the success of the service and is committed to its values of fairness, transparency and accessibility.

Terms of Appointment

Remuneration	This role attracts a competitive salary, agreed on a pro rata basis.
Contract	<p>The CAO appointment will be offered on a part-time basis but with a higher time commitment during the initial start-up phase.</p> <p>The BBRS will be created as a discrete, complete organisation in 2019. It is anticipated that the BBRS will continue to operate for the purpose for which it is currently being created for around three years.</p>
Culture statement	We are guided by the commitment to do and be seen to do what is right, fair, and reasonable at all times.

The Appointment Process

We hope you will consider expressing an interest in this role. If you have questions about the appointment process and would find it helpful to have an informal conversation, please contact Juliet Taylor on 0203 971 0832 or at Juliet.Taylor@starfishsearch.com

To make an application, please provide by email to Juliet.Taylor@starfishsearch.com

- your CV or equivalent biographical information;
- a short letter that explains your motivation for considering the appointment, and why, in brief, you believe your skills and experience make you suitable;

We would also be grateful if you would also complete the Equality and Diversity monitoring form provided. This form is for monitoring purposes only and is not treated as part of your application; you can email the form back to us when you apply and our team will collect it.

Closing date	Monday 16th September 2019
Agreement of the final shortlist	Wednesday 25th September 2019
Interviews with the BBRS	Tuesday 1st October 2019

We may ask you to meet informally with the Starfish Search team before the above date. We anticipate that a final shortlist of applicants will be agreed by 23rd September. Shortlisted candidates will be invited to attend interview with BBRS before the end of September 2019.

Please download, complete and return our equal opportunities form