

A man with a beard, wearing a blue suit and a light blue shirt, is walking on a busy city street while talking on a mobile phone. He is in the center of the frame, slightly to the left. The background is a blurred city street with other pedestrians, buildings, and a red awning. The overall scene is a busy urban environment.

Head of Case Assessment and Appeals





Welcome

Thank you for your interest in becoming Head of Case Assessment and Appeals 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. It will do this in a transparent, timely and accessible manner and 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 help lead the establishment of the Service, we are currently seeking expressions of interest from individuals who would like to be considered for the first significant appointments in the new organisation. As Head of Case Assessment and Appeals, you will be responsible for managing the case assessments, determinations and appeals process.

This is a substantial senior operational management appointment. Your role will be pivotal in ensuring that the SME resolution process is fair, clear and transparent and that consistent and independent outcomes are reached through engagement with the BBRS. Within this role, your understanding and empathy towards SMEs within the resolution process is crucial and your role is of great importance in upholding the public profile and values-based culture of the BBRS.

This role requires strong experience of case handling and case review. This experience need not come from within the financial services environment but you will be able to apply the relevant principles and practices of effective case management within the BBRS context. You will be an outstanding leader and manager with a deep personal commitment to upholding the BBRS' values of fairness, transparency and accessibility.

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	Head of Case Assessment and Appeals
Reports to	Chief Adjudication Officer
Other key relationships	Chief Executive Officer, Chair and Board, peers and external partners and stakeholders.

Main responsibilities of the appointment

- Lead, manage and oversee the end-to-end case management of cases from decision to potential appeal.
- Hold responsibility for ensuring that fair and reasonable and consistent outcomes are delivered at all times.
- Lead the Service in line with operational targets and ensure that complaints are dealt with in an appropriate, effective and timely manner.
- Oversee and manage the performance and consistency of third party vendors and case assessors, including regular and proactive review of issues in achieving SLAs and the resolution of blockages and issues.
- Work with third party vendors to develop appropriate assessment Policies, Methodologies and Processes in light of the experience of cases.
- Implement efficiencies into the case assessment and appeal process where these are required.
- Ensure that outcomes are communicated appropriately to SMEs within the resolution process and to partner banks in line with published SLAs.
- Act as the first point of escalation for case assessors, including, but not limited to:
 - Eligibility
 - Complex/difficult cases
 - Cases where consent is not clear/withheld
 - Concern over Bank participation/responsiveness and issues raised by banks
 - Determination of approach for sensitive data
 - Review of possible criminal activity
 - Awards over the binding limit
- Provide and present relevant MI relating to the performance of the service within the BBRS management team.
- Work with the CAO to communicate performance of the service and the communication to key stakeholders:
 - SME groups
 - Bank groups
 - Specific banks where there are themes or issues relating to a specific member banks
 - Other stakeholders as required by the CAO and Board
- Participate in formal stakeholder feedback process and identify and implement ongoing process improvements.



Person Specification

Knowledge and experience

- Deep experience of case handling and case review gained within a similarly complex and high-profile environment; direct experience of the financial services sector is not strictly necessary although it is likely that the successful candidate will have worked with a comparable sector or profession.
- Strong experience of leading and managing teams for high performance and of creating and fostering positive working cultures; experience of managing teams across organisational and / or sector boundaries would be useful.
- Outstanding record of achievement within operational management, with a deep knowledge and understanding of the policies, practices and procedures required for robust and effective case handling.
- Strong experience of developing and managing processes, and of balancing volume with quality at all times.

Skills and abilities

- Able to lead, influence and motivate individuals across all levels of an organisation.
- Excellent communication and interpersonal skills with the ability to establish positive and productive relationships with other departments in the business.
- Able to instil positive performance cultures that foster creativity and encourage the adoption of new ideas and / or concepts.
- Strong personal organisational skills with the ability to manage competing priorities and agendas, and work under pressure.
- Strong skills in workflow management and use of technology in service delivery.

Leadership style and personal attributes

- Sound judgement.
- Resilient and solution-focused.
- Strong quality and outcomes focus.
- Committed to delivering fair, consistent and reasonable outcomes at all times and to upholding the BBRs' values to ensure fairness, transparency and accessibility.

Terms of Appointment

Remuneration	This role attracts a competitive salary.
Contract	The Head of Case Assessment and Appeals appointment is offered on full time basis. 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.
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 covering letter that sets out 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 30th September 2019**

Agreement of the final shortlist **Monday 7th October 2019**

Interviews with the BBRS **Tuesday 15th and
Wednesday 16th 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 mid October. Shortlisted candidates will be invited to attend interview with BBRS before the end of October 2019.

Please download, complete and return our equal opportunities form