

The Business Banking
Resolution Service

Head of
Quality





Welcome

Thank you for your interest in becoming Head of Quality 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 Quality, you will be responsible for the establishment and implementation of a robust quality assurance framework that ensures fair, reasonable and consistent outcomes for those who engage with the BBRS.

This is a key, senior appointment requiring deep expertise in complaints handling and dispute resolution. You will be committed to delivering fair, consistent and reasonable outcomes and will be an outstanding communicator who establishes and fosters excellent relationships.

The role and its professional execution are critical to enable the BBRS to deliver its objectives, protect its public profile and deliver the processes and culture that will be critical to the success of the organisation.

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 Quality

Reports to Chief Adjudication Officer (CAO)

Other key relationships Chief Executive Officer, Chair and Board, peers and external partners and stakeholders.

Main responsibilities of the appointment

- Lead and be accountable for developing and monitoring quality assurance policy, procedures and standards that drive a culture of quality within the organisation
- Ensure technical excellence within the organisation and support quality assurers / senior case assessors to develop and hone their own judgement to deliver timely, fair and consistent determinations.
- Exemplify the principles of good complaint handling and evidence-based decision making.
- Report on all QA activities, test results, issues and root cause analysis to the CAO, other senior management and banks, identifying areas of improvement / enhancement on a continuous basis.
- Alongside the CAO, undertake early reviews to gain personal accreditation to enable the service to commence.
- Provide oversight for the accreditation of QA resource to ensure quality standards are met.
- Identify and resolve issues relating quality concerns for individual assessors and other assessment team members.
- Undertake root cause analysis of identified quality issues and recommend actions to improve.
- Work with Head of Case Assessment to implement improvements and additions to policies, methodologies and processes in light of early and ongoing cases.
- Take part in case conferences and monitor the quality and consistency of outcomes, including of complex cases and appeals as they arise.
- Support the thematic review of BBRS' performance against quality assurance standards.
- Report (together with Head of Case Assessment) on issues pertaining themes (amongst others) relating to:
 - Specific complaint types
 - Areas of repeated complaint types from a particular bank
 - Emerging industry themes
- Proactively identify patterns in cases which would indicate the potential for early resolution through alternate mechanisms.
- Provide learning and feedback to perpetually improve the basis and quality of outcomes.



Person Specification

Knowledge and experience

- Outstanding record of achievement gained in a senior quality leadership role, including experience of shaping QA processes and strategies.
- Substantial expertise in case handling, in a similarly complex complaint handling / dispute resolution context.
- Deep and expert knowledge of the quality frameworks and principles associated with effective case handling, from a quality perspective.
- 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.
- Knowledge of financial industry standards and best practices would be an asset for this role.

Skills and abilities

- Able to lead, influence and motivate individuals across all levels of an organisation.
- Able to instil positive performance cultures that foster creativity and encourage the adoption of new ideas and / or concepts.
- Excellent communication and interpersonal skills with the ability to establish positive and productive relationships with other departments in the business.
- Strong personal organisational skills with the ability to

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 Quality 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
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Agreement of the final shortlist	Monday 7th October 2019
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Interviews with the BBRS	Tuesday 15th and Wednesday 16th October 2019
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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