



Non-executive
director
(bank nominated)

Welcome

Thank you for your interest in joining the Board of 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 BBRS, in 2020 the BBRS has appointed the most senior roles in the new organisation, which includes five independent non-executive directors and the Chairperson.

In addition to these appointments, we are looking for an additional non-executive director who will bring an extensive breadth and depth of recent and direct knowledge, skills, experience and expertise in the SME/commercial banking markets, to add to the broader skills and knowledge of the wider Board. It is therefore currently intended that the participating banks will play a role in the selection and nomination of the recommended candidate to the Board.

This is a strategic role which requires considerable stature, experience of managing high-level stakeholder relationships and the ability to represent the BBRS credibly to different audiences. In addition to the strong background in SME/commercial banking markets described above, you will bring independence, sound judgement and undisputed personal integrity as well as the personal flexibility needed to support a start-up enterprise of this nature.

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

If you believe you can offer the background and personal attributes these roles require, we very much look forward to hearing from you.

Lewis Shand Smith
Chair, Business Banking Resolution Service

Role Profile

Non-executive director (bank nominated)

The Board of the Business Banking Resolution Service (BBRS) is, as a whole, collectively responsible for the success of the organisation as a company limited by guarantee. The Board's role is to:

- promote the organisation's sustainable success;
- establish its purpose, values, and strategy and satisfy itself that these and its culture are aligned;
- act with integrity, lead by example, and promote the desired culture;
- ensure that the necessary resources are in place for the BBRS to meet its objectives and measure performance against them;
- establish a framework of prudent and effective controls, which enable risk to be assessed and managed;
- ensure effective engagement with, and encourage participation from, relevant SME, bank and related industry, regulatory and government stakeholders;
- participate in induction, development, and training;
- ensure that workforce policies and practices are consistent with the organisation's values and support its sustainable success.

Main responsibilities of all non-executive directors

All non-executive directors of the BBRS are expected to perform the following duties:

- bring independent judgment to bear on issues of strategy, performance and resources including key appointments and standards of conduct;
- have due regard to, and ensure that the board has due regard to, the requirements of The UK Corporate Governance Code;
- ensure that the BBRS complies with company law and any other legislation or regulations;
- ensure that the BBRS applies its resources exclusively in pursuance of its objects;
- take responsibility for monitoring the performance of executive management, especially with regard to the progress made towards achieving the determined company strategy and objectives and scrutinise and hold to account the performance of management and individual executive directors against agreed performance objectives;
- appoint and remove executive directors;
- contribute actively to the Board's role in ensuring that the BBRS as a company limited by guarantee has a firm strategic direction, clear overall policies, agreed objectives and targets, and that is effectively monitors and evaluates its performance against those objectives and targets;
- safeguard the good name and values of the BBRS by identifying and managing risk.

Person Specification

Knowledge, experience and attributes for the post of non-executive director (bank nominated)

- Extensive breadth and depth of recent and direct knowledge, skills, experience and expertise in the SME / commercial banking markets, including expert knowledge of banking practices and standards, and high personal standing within the financial services industry.
- A background in the leadership or governance of regulated industries, or in a complex customer service environment is desirable.

In addition, it is anticipated that all non-executive directors will be able to demonstrate the following attributes:

- Preferably, direct experience gained as a non-executive director of a comparably complex and high-profile body, with particular interest in those that are operating in the public interest.
- Financial awareness, awareness of SMEs and related complaints.
- Highly effective strategic leadership and influencing skills, including outstanding communication, interpersonal and ambassadorial skills, with the ability to secure the confidence of others quickly.
- Ability to engage with a range of audiences and across all levels of the organisation.
- Clear and independent strategic thinker with a diplomatic style, sound judgement, capacity for self-reflection and effective listening skills.
- An unimpeachable reputation for independence, fairness and integrity and clear commitment to the values and success of the BBRS.



Terms of Appointment

Remuneration	The non-executive director appointments attract remuneration of £22,000 per annum.
Time commitment	Non-executive directors are expected to commit up to two days per month to the role.
Term of appointment	The BBRS will be created as a discrete, complete organisation in 2020. It is anticipated that the BBRS will continue to operate for the purpose for which it is currently being created for around three years. These appointments are therefore being offered for a term of three years initially. This may be subject to review longer term.
Conflict of interest	<p>All non-executive directors are expected to ensure that any other appointments do not conflict with their appointment; where these arise, you will need to declare them.</p> <p>You will need to inform the Chair / CEO in advance of any changes to your other commitments. In certain circumstances, you may need to seek the Board's agreement before accepting further commitments which may give rise to either a conflict of interest or a conflict with any of your duties to the BBRS, or which might impact on the time you are able to devote to your role on its Board.</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.

How to express an interest in the appointment

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 go to <https://starfishsearch.com/jobs/bbrs-non-executive-director/> and click on the apply now button, with the following prepared:

- your CV or equivalent biographical information, and
- a short covering letter that confirms your motivation for considering the appointment.

Closing date for expressions of interest is Monday 14th September 2020.

We anticipate that a final shortlist of applicants will be agreed by Friday 25th September 2020.

Shortlisted candidates will be invited to attend interview in very late September or early October 2020.

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Resolution Service

