

BBRS.™

Business Banking
Resolution Service



Chair, SME Liaison
Panel



Welcome

Thank you for your interest in joining the new Business Banking Resolution Service (BBRS) as Chair of its soon-to-be-established SME Liaison Panel.

The BBRS is a dispute resolution service set up to resolve disputes between banks and their small and medium sized business customers. The organisation is being established in accordance with a voluntary commitment made by the banking and finance industry in response to the Simon Walker Review (2018) on the small business complaints landscape.

The independent Walker Review consisted of an evidence-based, comprehensive analysis of the scale and complexity of banking complaints from SMEs. It identified the need for better monitoring, information and dialogue to help rebuild the relationship between banks and SMEs.

The BBRS is taking steps towards operational readiness this autumn and is currently transitioning to go live following the completion of participating bank governance processes. The design of the BBRS has been developed and agreed by the Implementation Steering Group with representatives of SMEs and banks involved in equal measure.

In anticipation of launching the full service, the BBRS is now setting up an independent and transparent advisory council comprising representatives of the SME sector and relevant bodies.

The SME Liaison Panel will provide a two-way feedback loop between the BBRS and SMEs in respect of the operation of the BBRS' complaints resolution scheme. It will be set up in parallel to a Bank Liaison Panel with comparable aims and comprising representatives of the banks participating in the scheme.

Both Panels have an advisory role and do not have decision-making responsibilities. The key objectives of the SME Panel in relation to the BBRS scheme are as follows:

- to consider emerging trends, issues and areas of concern regarding access to finance and treatment of SMEs;
- to ensure there is an ongoing dialogue between the BBRS and its stakeholders that allows the BBRS to address potential concerns and challenges early and effectively and, where necessary, to make relevant and appropriate recommendations to the BBRS to remedy such concerns and challenges;
- to provide on-going independent assessment of how identified issues and concerns are being addressed;
- to provide a two-way feedback loop between SMEs and the BBRS to encourage dialogue on, and understanding of, key issues and changes to policy and practice that may be of relevance in the context of the operation of the BBRS Scheme, including the aim of improving customer service and meeting the needs of stakeholders; and
- to facilitate learning from previous significant complaints to inform the handling of future complaints.

This is a non-executive role requiring strong SME experience along with the ability to understand, analyse and communicate issues of relevance to the sector as part of a bigger picture. Please note that the BBRS will serve larger SMEs: more details about eligibility can be found on our website (<https://thebbbs.org/about-us/>).

You must be willing and able to engage with a range of audiences, and across all levels of an organisation. You will also bring highly effective skills in communication, listening and diplomacy.

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 of the BBRS Board

Role Description

The Panel Chair will be responsible for:

- working alongside the BBRS to identify and nominate members to the SME Panel who have the requisite experience and commitment to further the objectives of the SME Panel and who, together, represent the views of a broad and diverse SME group and will include SME members from representative business groups and SME industry;
- leadership of the SME Panel and ensuring its overall effectiveness in all aspects of its governance and role;
- facilitating constructive and effective engagement between the Company and the SME Panel, including ensuring that the Panel members receive accurate, timely and clear information from the BBRS;
- engaging with the Board and Panel members at least annually to understand their views on the governance and performance of the SME Panel;
- reporting the findings, recommendations and actions of the SME Panel to the Board;
- communicating directly to the BBRS' Chief Executive Officer, the Chief Adjudicator and/or the Chairperson; and
- ensuring that the effectiveness of the SME Panel is optimised by the broadest possible participation from the SME community.



Person Specification

Essential knowledge and experience

- Strong SME experience, with the ability to understand, analyse and communicate issues of relevance to the Sector and BBRS.

Essential skills and abilities

- Able to run the SME Liaison Panel effectively and collaboratively.
- Willing and able to engage constructively with a range of audiences, and across all levels of an organisation.
- Is self-aware and has effective skills in communication, listening and diplomacy.

Essential behaviour, style and personal attributes

- Balanced in approach and can see the bigger picture.
- Unimpeachable personal integrity: has a demeanour that quickly secures trust and confidence.
- Demonstrable commitment to ensuring the BBRS offers a good service to complainants at all times.
- Demonstrable commitment to improving the relationship between banks and the SME community.
- Demonstrable commitment to building an SME Liaison Panel that reflects the diversity of the UK SME community.

The BBRS needs to ensure that it understands the perspectives of the different sorts of SMEs that could come to the BBRS, including charities, public interest companies and not-for-profits. We need to ensure that our SME Liaison panel attracts representation from BAME communities and from women.



Terms of Appointment

- Remuneration** This role attracts remuneration of circa £8,000 per annum plus reasonable expenses relating to execution of the role.
- Time commitment** The role requires around eight days per year. The SME Liaison Panel will meet at least twice a year. Joint meetings with the Bank Liaison Panel may also be arranged.
- The SME Panel Chair will be required to work outside these scheduled meetings to prepare the meetings, engage with the SME Liaison panel members, BBRS staff and Board and other stakeholders, and to ensure a good understanding of relevant issues.
- Term of appointment** The Board of the Company will appoint the Chair of the SME Liaison Panel whose term of office will last for three years
- Culture statement** The BBRS is 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 at Juliet.Taylor@starfishsearch.com

To make an application, please go to <https://starfishsearch.com/jobs/bbrs-chair-sme-lp/> and click on the apply now button, with the following prepared:

- your CV or equivalent biographical information
- a covering letter that sets out your motivation for applying for this appointment, and why you think your skills and experience make you suitable
- details of two people you have worked with previously to whom we could talk (with your permission) at shortlist stage.

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

We may ask you to meet informally with the Starfish Team in w/c 4th January 2021.

We anticipate that a final shortlist of applicants will be agreed by 15th January 2021.

Shortlisted candidates will be invited to attend interview in w/c 18th or 25th January 2021.



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