

# Recruitment of SME Liaison Panel Members



# Welcome

Dear Applicant

The Business Banking Resolution Service (BBRS) is an industry funded not-for-profit resolution service. The BBRS was set up in response to the Walker Report into SME banking complaints to help resolve disputes with their bank for free. The BBRS is advised by the SME Liaison Panel and by a Bank Liaison Panel. The Panels are advisory, and do not have decision making responsibilities. We are seeking two to three new members with legal experience in the SME sector.



The Panel meets on a quarterly basis and provides a two-way feed-back loop between the BBRS and the SME community. The panel advises on key issues.

The Panel has now been in operation for 18 months. The Panel has worked with the BBRS in making the website more accessible to customers and helping shape the reporting of data. The Panel is currently in dialogue with the Bank Liaison Panel to see whether, in the light of experience, changes to the Scheme are necessary.

This is a unique opportunity to bring both personal insight and professional experience to an influential group, through a relatively low time commitment. We welcome applications from independently minded, evidence-driven people with professional backgrounds who understand the SME market. In return, we promise the chance to contribute in a stimulating environment as we seek to deliver appropriate advice to the BBRS at this crucial time for SME banking.

If you believe you can offer the qualities and background we are seeking – as set out in the role profile – I very much look forward to hearing from you.

**Antony Townsend**  
**Chair of the SME Liaison Panel**



# Find out more about the Panel and current members

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Full details about the SME Liaison Panel and its current members are published at <https://thebbrs.org/about-us/sme-liaison-panel/>

You can read more about the BBRS at <https://thebbrs.org/>

## Role Profile and who we are looking for

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The BBRS is an independent service funded by banks. Eligible customers can register with the BBRS to investigate a case when they are unable to achieve a suitable resolution of their complaint with their bank.

The SME liaison panel has been established as an advisory panel to the BBRS to ensure the BBRS understands issues faced by the SME community in relation to banking complaints. The terms of reference for the panel can be found here: [SME Liaison Panel - Terms of Reference - BBRS \(thebbrs.org\)](#)

The Chair of the panel is now seeking two to three new members with a legal background who understand the needs of SMEs and can advise the panel and the BBRS on a range of matters impacting SMEs.

### Main responsibilities

Main responsibilities of the role are:

- to ensure there is an ongoing dialogue between the BBRS and its SME stakeholders with a two-way feedback loop
- to identify, flag and advise on emerging trends, issues, and areas of concern regarding actual and potential banking complaints and the treatment of SMEs by banks
- to provide on-going advice on how identified issues and concerns are being/could be addressed by the BBRS, and
- to participate at least eight days per year (with at least four meetings per year with the Liaison Panel, and further working group meetings on specific projects).

### The experience and skills we are seeking for these appointments

The next two appointees to the SME Liaison Panel will bring the following:

- professional legal and / or financial background with SME specialism, or relevant academic background
- forensic legal analytical ability
- willing to engage constructively with others, including colleagues with divergent views
- excellent skills in communication, listening and diplomacy
- undisputed personal integrity
- ability to build trust and confidence amongst other panel members and with BBRS, and
- demonstrable commitment to improving the relationship between banks and the SME community.

# Terms of Appointment

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## Remuneration

£1,000 per annum.

## Time Commitment

1-2 days per year, including a maximum of 3-4 scheduled meetings annually with dates provided in advance.

## Location of meetings

Meetings are held at the BBRS's Central London office with hybrid / remote options available.

# How to apply for a role

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We hope you will consider making an application to join the SME Liaison Panel of the BBRS. To make a formal expression of interest, please go to <https://starfishsearch.com/jobs/bbbs-sme-lpm/> and click on the apply now button, with the following prepared:

- a CV (no more than three sides) or equivalent biographical information
- a short covering letter that explains your motivation for joining the Panel and confirms (a) your availability and (b) that you would not be subject to any conflict of interest during the period served.
- Please kindly also confirm that, if shortlisted, you would be available for interview on Thursday 12th January 2023.

We would also be grateful if you would 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 is: Friday 16th December 2022.**

## Selection Dates

You can submit your application via the Starfish Search website any time up to midnight on Friday 16th December 2022. The process will then pause for the December holiday period.

A shortlist of applicants will be decided by the Selection Panel on Thursday 5th January 2023. Candidates will be notified of the outcome by Monday 9th January 2023 at the latest.

Interviews will be held with Antony Townsend and Dirk Paterson on Thursday 12th January 2023. A final appointments decision will be confirmed shortly afterwards; we will endeavour to provide feedback to all candidates who participated at the earliest opportunity.

