



Candidate Pack

Head of Finance, Risk  
and Corporate Services

# Welcome

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Dear Applicant

Thank you for your interest in becoming our first Head of Finance, Risk and Corporate Services at the Lending Standards Board.



We're the primary self-regulatory body for the banking and lending industry, driving fair customer outcomes within financial services through independent oversight. Our Mission and Strategy for the 2020s set out ambitious strategic priorities for this decade. We've been working hard to set high standards for our registered firms, responding to new market opportunities (including the growth of fintech), and delivering independent oversight that provides assurance that our standards are really being met. We continue to ensure our wider reach by adopting a stronger thought leadership and insight role and we're focused on raising awareness of our work so that new entrant firms embrace our Standards and Codes, our work becomes increasingly influential and we continue to help build trust in the financial services sector.

A sharp focus on how the financial services industry delivers fair outcomes for customers is now more important than ever, with Brexit, the after-effects of the pandemic, the war in Ukraine, and cost-of-living and inflationary pressures creating a perfect storm of challenges for personal and business customers of financial services firms. But with challenges come opportunities, and as we enter the next phase of implementation of our Mission and Strategy, it is an exciting time to join the LSB. Over the coming year, we are looking to the future and considering how the LSB can grow; how our reach can be extended into new firms and new products or services; and how we can add value in underserved sectors where voluntary regulation and the LSB's independence and rigor would drive up standards and outcomes for customers.

We've recently reviewed our internal structure and capability and are seeking a Head of Finance, Risk and Corporate Services to ensure that our internal processes and controls align with our strategic priorities and support the future growth and widening reach of the LSB. You will work hands-on to lead and deliver the LSB's financial strategy and the management of our financial planning and reporting and will hold accountability for our financial controls. You will construct our annual activity-based budget and business plan, determine the fees paid by participating firms, manage in-year cash flows and undertake financial analysis.

The role is also to ensure that the LSB's risk management and controls framework remains robust and a culture of risk management is fostered within the team, and that we deliver our corporate services portfolio, including legal compliance, information communications technology (ICT), management information systems (MIS), data protection, procurement, health and safety, diversity and inclusion, human resources, and property management.

This new role presents the perfect opportunity for a qualified accountant looking for their first Director-level post to join a friendly, supportive and professional team. We're looking for someone with strong relationships skills who is naturally collaborative and able to build and foster a positive team spirit that inspires, motivates and supports a small team, as well as colleagues right across the LSB.

If you believe you can offer the skills, experience and qualities we're looking for, I very much look forward to hearing from you.

**Emma Lovell**  
Chief Executive

# About the Lending Standards Board

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The LSB is the primary self-regulatory body for the banking and lending industry. Our mission is to drive fair customer outcomes within financial services through independent oversight of the Standards and Codes for which we are responsible. Our registered firms comprise the major UK banks and lenders, credit card providers, debt collection agencies and debt purchase firms.

Where statutory regulation exists, we set and oversee best practice standards that complement the work of statutory regulators, rather than duplicate it. We maintain an effective, collaborative relationship with the FCA, PSR, Financial Ombudsman Service (FOS), HM Treasury and other key industry stakeholders such as UK Finance, the Building Societies Association, the Business Banking Resolution Service, the Financial Services Compensation Scheme and the British Business Bank, together with key groups representing consumers and SMEs.

Adherence to the LSB's Standards and Codes is a clear indication to customers and stakeholders alike that a registered firm is committed to best practice in the treatment of its personal and business customers. A firm's willingness to implement best practice standards, such as the Standards of Lending Practice, in areas that are unregulated, or to go beyond its statutory obligations in the treatment of customers, is vitally important in building trust and integrity in the financial services industry.

Due to our engagement with registered firms and stakeholders, we are in a unique position to understand the challenges faced by the industry. This, together with our agility, enables us to effectively identify areas of risk in the industry and to swiftly adapt our current Standards, Codes and supporting guidance documents to provide insights and best practice that support the delivery of good customer outcomes and customer protections at all times.

## Find out more

To read more about what we do please visit <https://www.lendingstandardsboard.org.uk/>

# Role Profile

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<b>Role title</b>	Head of Finance, Risk and Corporate Services
<b>Accountable to</b>	Chief Executive
<b>Accountable for</b>	Corporate Services & HR Manager; Finance, Risk & Projects Manager

## Overview of the role

This hands-on role will lead and deliver the LSB's financial strategy and the management of the LSB's financial planning, reporting and financial control, including: the construction of LSB's annual activity-based budget and business plan; the determination of fees for participating firms to fund the budget; the management of in-year cash flows and liquidity; financial analysis and data research; and accountability for financial controls. Risk management and the LSB's approach to risk are also be integral elements of this role.

The postholder will lead the ongoing development and management of the LSB's risk management and controls framework, and the implementation of the LSB's risk management strategy. The postholder will also ensure the effective delivery of corporate services including legal compliance, information communications technology (ICT), management information systems (MIS), data protection, procurement, health and safety, diversity and inclusion, human resources, and property management. As the executive lead for Finance, the postholder will also provide leadership and direction to the staff within Finance, Risk and Corporate Services.

## Main accountabilities of the role

### Finance

- Lead and deliver the sourcing and management of all LSB's financial systems, processes and procedures to ensure that the business runs efficiently, legally and that all financial areas are operated in conjunction with the organisation's strategy, values and requirements.
- Lead, develop and manage an activity-based annual budget to enable the LSB to take forward its mission and strategy and to ensure that provision is made for adequate resources to meet LSB's commitments and ambitions, including the development of necessary costing and resourcing models.
- Oversee the model for allocating fees to participating firms to generate sufficient annual income to fund the business plan and present and publish financial information to the Board and to registered firms and other stakeholders.
- Establish and maintain a strong financial control environment.
- Reporting to the Board, governance committees, Chief Executive and Senior Management Team as required, including the design, development and implementation of relevant analytics such as cash flow, liquidity and outturn against plans.
- Liaise with LSB's external auditors on the preparation of the Annual Report and accounts.
- Business partner and contribute to the Board at a strategic level on financial and risk management functions.
- Act as the executive lead at the Finance & Risk Committee, including the development of associated meeting agendas, papers, minutes and follow-up of action points.
- Business partner the CEO and Senior Management Team to support the development of departmental and resourcing plans and long-term strategic aims.
- Support commercial and cross functional projects, including market sector analysis and the identification, development and reporting on key performance indicators.
- Any other duties that are relevant to the role.

## Risk

- Lead the ongoing development and implementation of the LSB's risk and controls strategy and governance framework, supported by qualitative and quantitative metrics to support Executive and Board decisions on the LSB's response to, and control of, risk.
- Establish and maintain a strong risk control environment.
- Reporting to the Board, governance committees, Chief Executive and Senior Management Team as required in relation to risk management, new and emerging risks and relevant analytics.
- Work alongside the Chief Executive and Senior Management Team to continue to embed a culture and awareness of risk management within the LSB and to hold the LSB accountable for its risk management responsibilities.
- Oversee the relationship with third party risk assurance firms on priority risk management project areas and lead the implementation of recommendations arising from independent assurance reviews.
- Ensure all insurance (e.g. professional indemnity, employers liability, directors, combined commercial, travel and life) policies are in place and undertake an annual review for the Finance & Risk Committee.

## Corporate Services

- Lead the Corporate Services team and ensure functions are in place to support the LSB and its business plan.
- Develop and manage systems to provide assurance that the LSB is compliant with all relevant legislation and regulations.
- Ensure the development and delivery of an ICT strategy that meets the changing and future needs of the LSB and staff, embracing new technology and creating efficiencies.
- Ensure the development and delivery of a forward-looking strategy for the maintenance of the LSB's MIS, including data management.
- Lead on GDPR compliance for the LSB, ensuring compliance is evidenced and maintained.
- Promote positive Health and Safety awareness and practices across the LSB.
- Ensure the development and delivery of a Diversity and Inclusion strategy.
- Provide leadership and support for the development and implementation of a People and OD strategy which supports organisational development and improvement.
- Ensure the development and delivery of a property strategy that meets the changing needs of the organisation's delivery and support services.
- Ensure secretariat support and act as the executive lead for the Nominations, Remuneration and HR Committee, including the development of associated meeting agendas, papers, minutes and follow-up of action points.

# Person Specification

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## Part One

### Knowledge and Experience

- The role requires a qualified accountant with significant experience of drawing up budgets, associated funding models, financial analysis and reporting.
- Strong understanding of an effective corporate services function.
- Good working knowledge of risk management and the implementation of risk management frameworks.
- Strong experience of developing highly effective and collaborative relationships with internal and external stakeholders.
- Experience of working as part of a busy team and of having provided positive and effective team leadership.
- Experience of working in the financial services sector would be useful.
- Experience of data analysis would be useful.

## Part Two

### Skills and Abilities

- Able to analyse complex information and make clear and effective presentations and reports to the Board, senior managers, external firms and stakeholders.
- Able to lead the design and implementation of strategy and diverse work streams across finance, risk and corporate services.
- Able to form strong and effective relationships across all levels of the organisation.
- Able to inspire others, lead change and obtain 'buy in'.
- Able to prioritise, plan and organise individually and on behalf of team members, to meet agreed timetables and deadlines.
- Highly effective presentation, verbal and written communication skills.
- Strong organisational skills and able to work proactively and on own initiative.

## Part Three

### Personal Style and Attributes

- Strategic acumen.
- Credible leader who secures trust and confidence quickly.
- A desire to 'get under the skin' of the organisation and ensure that finance and corporate services are viewed as integral to the organisation's success.
- Self-starter, happy to take responsibility.
- Keen interest in strategy and in ensuring that the finance, risk and corporate services functions support the delivery of strategic priorities.
- A desire to support an organisation whose aims are to improve consumer protection and raise standards.
- Positive and enthusiastic team player.

# Terms of appointment

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## Remuneration

The role is offered at a salary of up to £85,000. Starting salary will depend on experience. The LSB also has in place a performance related bonus scheme.

## Location and working culture

LSB's Head Office is located at Salisbury House, 29 Finsbury Circus, London EC2M 5QQ. The role is offered on a Hybrid Working basis, with a requirement to work at least two days a week from Head Office.

## Annual Leave

30 days annual leave (plus Bank Holidays).

## Pension

We offer an employer pension contribution of 10%.

## Life Assurance

We operate a Group Life Assurance scheme.

## Employee Assistance

We offer an Employee Assistance Programme.

## Private Healthcare

We offer Private Healthcare after successful completion of probation.

# How to Apply

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To make a formal expression of interest, please go to <https://starfishsearch.com/jobs/lb-head-fin-risk-corp/> providing:

- a CV (no more than three sides) or equivalent biographical information, and
- a short covering letter that explains your motivation for being part of the LSB and briefly outlines the top three experiences you think you can bring to the role.

We would also be grateful if you would complete the Equality and Diversity monitoring form which is part of the online nomination process if you wish to do so. This form is optional 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	Tuesday 3rd January 2023
First stage discussions for selected candidates	w/c 9th January 2023
Agreement of the shortlist	Monday 16th January 2023
Due diligence and, if required, informal interviews with Starfish Search in London	To follow shortlisting
Final interviews	Wednesday 25th January 2023