



Lending Standards Board
5th Floor Abbey House - 74-76 St John Street
London - EC1M 4DZ

JOB DESCRIPTION

Job title: Communications, Development and Operations Analyst

Reports to: Senior Manager - Risk, Communications and Development

Overview

To support the oversight of the Standards of Lending Practice and the ongoing development of the LSB, we are looking to recruit a Communications, Development and Operations Analyst to join the team.

The successful candidate will take responsibility for supporting the work of the LSB, with emphasis on raising the profile of the organization and therefore communications, gathering and analysing intelligence, database maintenance and development, management reporting and operational support.

Given the scope of our current oversight regime, this role will also provide the candidate with a mix of risk and compliance experience. The Compliance Risk Oversight Team is responsible for providing effective oversight of registered firms' adherence to the Standards, which is achieved through delivery of the Compliance risk oversight plan. The analyst role will involve supporting the LSB's compliance managers in preparing for supervisory visits and new applications.

About the LSB

The Lending Standards Board works to a single, clear remit: to promote fair lending. Our vision is to be the prime conduct self-regulatory body in financial services, ensuring that all personal and small business borrowers receive a fair deal from their lender as set out in the Standards of Lending Practice.

We follow an outcome-focused approach to overseeing the Standards and take action where our Registered Firms fail to meet them. A powerful combination of market intelligence, industry experience and collaborative partnerships with trade bodies, regulators and other industry stakeholders allows us to meet five main aims.

The role

- Supporting the Senior Manager, Risk, Communication and Development in the delivery of the LSB's communication plan that is aimed at raising the profile of the organisation;
- Drafting some, and co-ordinating other, contributions to the production of key management and Board reports to support the Senior Management Team;
- Assist with the ongoing development of risk metrics and tools used to support the oversight model;

- Management and development of the compliance risk oversight team's work management system;
- Production of data analysis to support the supervision of registered firms;
- Maintenance and development of the LSB's website, identifying opportunities for news items or updates to the site;
- Providing support to compliance managers for visits to firms, either for projects, relationship meetings or risk assessment reviews, and preparing briefings;
- Supporting the Operations Manager in the efficient running of the LSB office, including switchboard and reception duties, ordering supplies and other ad hoc operations tasks;
- Representing the LSB at road shows, seminars, and consumer events.

Knowledge, skills and experience

Essential

- Experience in creating meaningful, insightful communications that engage with the reader
- Ability to undertake detailed analysis on data, identifying themes, trends and anomalies, and presenting that back in an insightful way.
- Good planning and organisational skills with good attention to detail yet capable of seeing the 'bigger picture'.
- Ideally some risk management, risk analytics, compliance or audit experience gained in the UK retail financial services industry, either with a firm, a regulator or industry body.
- Excellent communication and presentation skills (oral and written), with the ability to convey information clearly.
- Good interpersonal skills with the ability to build relationships.
- Ability to work accurately to tight deadlines.
- Awareness or experience in communicating with business stakeholders via social media i.e. Twitter, LinkedIn.
- Ability to deal with external parties, particularly booking LSB events, industry bodies and trade press.
- PC literate, able to learn, and train others on, new processes and systems.

Desirable

- Knowledge of the UK financial services regulatory landscape, specifically as it affects banking and consumer credit.
- Previous experience of working in communications.
- Previous experience in risk and compliance.

The individual

- An interest in building a career in either risk management, communications, compliance or audit;
- An interest in consumer credit;
- A willingness to join a small organisation, with 11 colleagues, and be prepared to undertake a wide range of tasks;

- A motivated individual with the ability to work unsupervised;
- A team player willing to contribute enthusiasm, ideas and suggestions;
- A desire to join an organisation whose aims are to improve consumer protection and raise standards.

For more information or an informal discussion about the role please contact Simone Freire on 07783 479497 or email: simonefreire@lstdb.org.uk

Applications by CV to be sent to the above email by 20th December 2017.