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**Lending Standards Board**

5<sup>th</sup> Floor  
Abbey House  
74-76 St John Street  
London  
EC1M 4DZ

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**JOB DESCRIPTION**

**TITLE:** Insight and Support Manager

**Reporting to:** Head of Insight and Support

**OVERVIEW**

To support the LSB's value adding, practical support work, we are looking to recruit an enthusiastic and talented individual to join our Insight and Support team, supporting firms to meet the requirements of the Standards of Lending Practice and other voluntary codes within our remit.

The successful candidate will support the Head of Insight and Support and Senior Insights Manager to deliver value adding support to our registered firms and through partnership work, provide practical guidance and training.

Insight and Support is responsible for providing pro-active, practical and pragmatic support to firms assisting them to meet the Standards of Lending Practice and voluntary agreements through risk-based assurance activity, workshops, training and sound boarding activity.

**THE ROLE**

- Support the delivery of the LSB's Insight and Support strategy.
- Provide advice and guidance to firms in relation to the interpretation and intended application of the Standards through;
  - Production of high quality reports that highlights issues and emerging risks to the attention of the firms
  - Assess firms' policies, procedures and remedial action plans for adherence to the Standards and make recommendations to firms for remedial action.
  - Drafting and delivering training material
  - Attendance and contribution at LSB roundtables and forums and documenting key issues for distribution
- Engage with firms and other stakeholders to support the Insight and Support strategy.
- Provide clear, evidence-based input to development of the Standards and the supporting information for practitioners.
- Raising the profile of the LSB and our research outputs in line with the LSB's agreed communication plans.

The role will require travel throughout the UK. The role will be office based in London. The role requires occasional overnight stays.

## **KNOWLEDGE, SKILLS AND EXPERIENCE**

### **Essential**

- A risk management, risk analytics, compliance or audit background in the UK retail financial services industry with a good understanding of the credit regulatory landscape.
- Self starter with the ability to work alone for extended periods.
- First class communication and presentation skills (oral and written).
- Attention to detail.
- Strong interpersonal skills with experience of dealing with senior personnel and gaining acceptance of report findings.
- Ability to undertake detailed analysis across a range of monitoring activities.
- Ability to deal constructively with resistance and support the identification of pragmatic solutions.
- Ability to form judgments quickly based upon the balance of information gathered.
- Logical, independent thinker with the ability to influence others through tactful and sound persuasion.
- Good planning skills with attention to detail and capable of seeing the 'bigger picture'.
- Confident using MS Word, Excel, PowerPoint and Outlook.
- A team player willing to contribute enthusiasm, ideas and suggestions.

### **Desirable (some or all of the following)**

- Knowledge of practices and processes relating to lending to small businesses.
- Knowledge of UK retail banking and credit law and regulation gained through professional qualification or relevant experience.
- A belief in consumer protection and raising financial services industry standards.

*For more information or an informal discussion about the role please contact Anna Roughley on 07392 867 176*