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**Lending Standards Board**

Abbey House  
74-76 St John Street  
London  
EC1M 4DZ

**Based: Home based**

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**JOB DESCRIPTION**

**Title:** Business development compliance manager

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

**Overview**

To support two of the LSB's strategic aims of reaching wider and raising awareness, we are looking to recruit an enthusiastic and talented individual to join our Insight and Support team focusing on firm retention, increasing market coverage of the Standards and Codes for which we are responsible and conducting due diligence on new applicant firms.

The main areas of focus for new registrations will be: Standards of Lending practice for personal customers; Standards of Lending Practice for business customers; and the Contingent Reimbursement Model (CRM) Code for authorised push payments.

The successful candidate will take responsibility for the due diligence oversight of the relevant Standards and Codes that a firm intends to sign up to, and supporting firms, where possible, from interim registration through to full registration.

The role requires the provision of clear and detailed reports, comprising both qualitative and quantitative data and management information, to the LSB Executive and firms.

**The Role****Business development**

- Working closely with the Head of Insight and Support, lead the implementation and any further development of the LSB's annual Business Development strategy.
- Develop a target map to determine the LSB's current market coverage and understand potential markets more fully.
- Development and execution of individual business development plans for target firms.
- Develop a strategy to identify opportunities to raise awareness of the work the LSB undertakes and publish with target firms.
- Act as a 'key client relationship manager' for the LSB's potential registered firms, maintaining regular dialogue with potential registration firms.
- Work closely with the other LSB teams to develop and implement a rolling programme of engagement with registered firms and target firms to gather intelligence and feedback relating to the LSB's value, services and strategy.
- Work collaboratively with the other LSB teams to ensure the LSB's acquisition, retention and growth strategies are understood and implemented.
- Assimilate and communicate feedback from registered firms and potential

registration firms relating to the provision of the LSB's work to the Senior Management Team and the LSB Board as required in order to inform future deliverables and strategy.

#### New firm registration oversight

- Plan and execute compliance oversight activity and relationship management with new registrant firms.
- Conduct desk-based reviews, where applicable, of interim registered firms' policies, procedures and remedial action plans for adherence to the Standards and Codes, make recommendations to firms and the LSB Executive team for remedial action.
- Produce high quality reports that bring issues and emerging risks to the attention of the firms and the LSB Executive to enable firms, where possible, to move to full registration.

#### Advisory & relationship management

- Act as the first point of contact and main liaison for new registrant firms until they become fully registered.
- Provide advice and guidance to firms in relation to the interpretation and intended application of the Standards.
- Engage with firms and other stakeholders by representing the LSB at road shows, seminars, and consumer events.

#### Supporting the Compliance and Policy team

- Assist the Compliance team with assurance work as and when required, this will include desktop and on-site activity.
- Provide clear, evidence-based input to development of the Standards and the supporting information for practitioners.

The role may require travel throughout the UK to visit interim registered firms, which may involve occasional overnight stays.

### **Knowledge, skills and expertise**

#### **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 form judgments quickly based upon the balance of information gathered.
- Ability to deal constructively with resistance and support the identification of pragmatic solutions.
- Able to gather information, analyse and consolidate as part of mapping exercises to understand target areas or organisations relevant to the LSB remit.
- 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'.
- PC literate.
- A team player willing to contribute enthusiasm, ideas and suggestions.

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

- Knowledge of practices and processes relating to fraud and payments.
- Knowledge of practices and processes relating to lending to small businesses.
- Knowledge of UK retail banking and consumer credit regulation
- A belief in consumer protection and raising financial services industry standards.

*If you are interested in applying for this role please send your CV with a cover note to [recruitment@lstdb.org.uk](mailto:recruitment@lstdb.org.uk)*