
Lending Standards Board

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

Title: Policy Manager

Reporting to: Senior Policy Manager

Based: Abbey House, with flexibility to work from home in line with the LSB's hybrid working policy

The LSB's Policy Team is responsible for the development, delivery, maintenance and review of the LSB's Standards and Codes and accompanying guidance. This work is informed by the identification and assessment of developments in the wider regulatory landscape that have an impact on our Standards and Codes. The Team is also responsible for the governance framework which underpins the LSB's relationship with its registered firms and supports the LSB's strategic aim of setting high standards within financial services.

The Policy Team seeks to ensure there is a consistent interpretation of the requirements of the Standards and Codes across internal and external stakeholders. This is achieved through the provision of advice; bi-lateral engagement; input into external consultations; and via the management and development of high value stakeholder relationships across regulators, consumer organisations, trade bodies and other key stakeholders. The Team also works closely with the LSB's Compliance and Insight Teams to support the consistent application of the Standards and Codes across registered firms.

The LSB currently has vacancies for two Policy Managers. The roles are split between the Policy Team's key strands of activity across payments, in particular Authorised Push Payment (APP) scams and personal and business lending.

Policy Managers will be the subject matter experts on matters of interpretation and application of the Standards and Codes which sit within the LSB's remit. Responsible for the provision of consistent advice to a range of internal and external stakeholders in their application and the context of the broader regulatory landscape within which the Standards and Codes operate.

Policy Managers will also support the Senior Policy Manager and Head of Policy and Legal on projects, such as the delivery of new Standards or Codes and the development of supporting guidance documentation, as required.



Reporting to the Senior Policy Manager, the LSB's Policy Managers will also be responsible for delivering key projects such as: policy led research into how the Standards of Lending Practice for business customers are able to take account of green finance; ongoing activity to update the CRM Code for APP scams; to implement the recommendations set out in the LSB's findings report published in November 2021; to coordinate our activity with the work of the statutory regulator on APP scams; and an assessment of how to take account of the impact of the FCA's Consumer Duty on the Standards of Lending Practice for personal customers.

Policy Managers will have a portfolio of work which may include:

- Managing the regulatory change process to ensure that developments in the broader regulatory environment are assessed for impact on the Standards and Codes.
- Acting as the lead support to the Head of Policy and Legal and Senior Policy Manager on matters of interpretation and application of the LSB's Standards and Codes.
- Acting as the lead on reviews of the Standards and Codes and translating the findings into outcomes focused regulation that reflects current and emerging good practice.
- Assessing regulatory and industry developments and their likely impact on the Standards and Codes, the accompanying guidance documents and updating as required.
- Undertaking desk-based research, drafting responses to consultations and other industry facing requests, as required.
- Drafting high quality papers and briefings for the LSB's Board and panels as required from time to time.
- Oversee a triage function to address queries from internal and external stakeholders in relation to the application of the LSB's Standards and Codes.
- Working with colleagues within the LSB and beyond in an advisory capacity to shape their thinking and ensure mutual understanding of respective policy positions.
- Developing high value relationships with registered firms, regulators, and industry and consumer representatives to ensure that they are made aware of the LSB work, findings and initiatives, and the LSB is aware of any developments that may impact the work of the organisation.

Knowledge, skills and experience

Policy Managers will be experienced policy professionals with a proven background of shaping and developing policy initiatives into outcomes focused regulatory requirements.

Essential

- A regulatory, legal or compliance background, with experience in the UK retail financial services industry.
- A solid understanding of the regulatory landscape within the UK retail financial services industry.
- Knowledge of UK banking and payments law and regulation gained through relevant experience.
- Experience of payments, consumer credit or business lending obtained in a regulatory or commercial environment.
- Ability to interpret legislation, statutory rules and regulations and apply these within the context of the LSB's work.
- Ability to provide well-reasoned opinions based on objective assessment and analysis of relevant regulation, rules and guidance and how these apply to the LSB's policy work.
- The ability to provide strategic input into the development of the work of the Policy Team and that of the LSB.
- Excellent planning skills with attention to detail and capable of seeing the 'bigger picture'.
- The ability and organisational skills to maintain momentum on multiple and competing priorities and tasks.
- First class influencing skills (oral and written), with demonstrable evidence of building long-term, high value relationships and establishing credibility with senior stakeholders.
- Excellent communication skills with the ability to research, write high quality reports, deliver presentations and make effective contributions to meetings.
- Logical, independent thinker with the ability to influence others through tactful and sound persuasion.
- A team player willing to contribute enthusiasm, ideas and suggestions, and provide constructive challenge.

Desirable

- Experience of delivering small to medium sized projects.
- Experience of people management and of motivating team members and peers.

How to apply

Please send your CV along with a cover letter setting out how you meet the person specification to: recruitment@lstdb.org.uk