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**Lending Standards Board****Salisbury House****29 Finsbury Circus****London****EC2M 5QQ**

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**Title:** Senior Policy Manager**Reporting to:** Head of Policy and Legal**Based:** Hybrid Working (a requirement to work at least two days a week at the LSB's Head Office, London)**Overview**

The Lending Standards Board (LSB) is the primary self-regulatory body for the banking and lending industry. Our mission is to drive fair outcomes for personal and business customers within financial services through independent oversight of the Standards and Codes for which we are responsible.

We currently have a vacancy for a Senior Policy Manager to join a busy Policy Team which is responsible for the development and maintenance of our Standards and Codes. The Senior Policy Manager will be an experienced policy professional with a background of developing and shaping policy initiatives and translating these into non-statutory regulation and guidance.

**The role**

Working with the Head of Policy and Legal, the Senior Policy Manager will play a pivotal role in enhancing and embedding the LSB's horizon scanning activities. Experienced in working with complex issues, legislation, regulation, industry standards and guidance, the postholder in conjunction with the Head of Policy and Legal, will be responsible for proactively exploring and developing evidence-based policy positions in areas both within and beyond, our current remit. This is with a view to identifying areas where customers accessing and using financial services products may benefit from the protections provided by non-statutory regulation.

The postholder will be responsible for the development of any new Standards or Code which focus on ensuring good customer outcomes within the relevant market; set appropriate protections; has buy-in from industry stakeholders, regulators and financial services firms; and aligns with the LSB's mission and strategy. The activities undertaken by the postholder will be central to the LSB's vision, mission and strategy for 2024 and beyond to expand non-statutory regulation and protections for customers more widely across financial services firms and products.

As a member of the Senior Management Team, the postholder will support wider cross-organisational activity which contributes to the overall work of the organisation. This may be through, for example, drafting Board papers, reports, deputising at internal and external

meetings, representing the LSB at events and conferences, contributing to strategy development, risk management and planning activity. The role may, in due course, also have line management responsibilities.

The Senior Policy Manager will be responsible for a range of work such as:

- Proactively identifying and monitoring developments in the wider legislative and regulatory landscape with a view to identifying potential gaps in consumer protections which could be addressed via the LSB's non-statutory framework of Standards and Codes.
- Drawing on the output of these horizon scanning activities to inform and develop policy positions on areas which sit within, and beyond, the LSB's remit.
- Developing evidence-based policy options to support recommendations to the Executive Team and Board on the extension of the LSB's non-statutory regulatory framework to the relevant market, sectors or product.
- Leading on the development of any new Standards or Codes, including drafting of the content, and supporting guidance documents, that set appropriate levels of protection for personal and SME customers and drive forward best practice.
- Developing and maintaining high value relationships with internal and external stakeholders to ensure that they are made aware of, and where relevant, engaged in of the team's work, policy positions and initiatives.
- Drafting of high-quality reports, Board papers, internal briefings, responses to external consultations and other industry requests as required, ensuring these accurately reflect the LSB's position and corporate tone.
- To be a subject matter expert on the LSB's Standards and Codes and the wider legislative and regulatory environment within which the LSB operates.
- In conjunction with the other members of the team, acting as the first point of contact for queries from internal and external stakeholders in relation to the application of the LSB's Standards and Codes.

## **Knowledge, skills and experience**

### **Essential**

- An established background in policy or regulation, with a minimum of 5 years of experience in the UK retail financial services industry.
- A solid understanding of the regulatory landscape within the UK retail financial services industry. The ability to interpret legislation, statutory rules and regulations and apply these within the context of the LSB's work.
- Excellent drafting skills, demonstrable experience of translating policy positions into outcomes focused rules and guidance, drafting high quality reports, consultation responses and policy documentation.
- 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.
- Solutions-focused and able to deal with issues which involve careful stakeholder management.

- Strong interpersonal and networking skills: the ability to build relationships, understand and articulate issues.
- Demonstrable evidence of building long-term, high value relationships and establishing credibility with internal and external stakeholders.
- The ability to provide strategic input into the development of the work of the Policy Team and that of the LSB.
- The ability and organisational skills to maintain momentum on multiple and competing priorities and tasks.
- A team player willing to contribute enthusiasm, ideas and suggestions, and provide constructive challenge.

### **Desirable**

- A desire to work in an organisation whose aims are to improve consumer protection and raise standards.
- Experience of risk management.
- Experience of leading and delivering on projects.

### **How to apply**

Please send your CV, along with a cover letter setting out how you meet the person specification, by 5pm on 15 March 2024 to: [recruitment@lstdb.org.uk](mailto:recruitment@lstdb.org.uk)