

Manager – Product and Marketing Risk



Purpose

Working as part of the Product Risk Team, this role will provide subject matter expertise on legal/regulatory compliance, conduct and operational risk across P&M. Working with Heads of and SMEs across P&M, as well as Line 2 Risk function, this role will drive risk and compliance maturity uplift by ensuring P&M risks are identified, understood and well managed, mitigations established and tracked to completion and comprehensive risk reporting provided to P&M leadership as well as other risk focused committees. The role is responsible for maintaining and reporting on the CCCFA Compliance Programme, ensuring P&M obligations for Conditions of Registration are met and other P&M policies can evidence compliance with regulatory expectations.

Role dimensions

- **Reports to:** Head of Product Compliance
- **Department:** Product & Marketing
- **Direct Reports:** Nil
- **Financial Authority:** No

Person specification

- 5+ years of experience in a financial services compliance and/or risk role.
- Banking and/or financial services industry experience, specifically advising on risk management across operational, conduct and compliance risks.
- Knowledge of regulatory and legislative compliance obligations, including CCCFA, Fair Trading and Conditions or Registration.
- Effective stakeholder engagement and excellent communication skills.
- Experience in creating and assessing controls.

Role specific areas of responsibility

- Provide support and guidance to the P&M team on compliance, conduct and operational risk management matters to ensure TSB maintains a compliant position and delivers fair customer outcomes.
- Across P&M, proactively identify risks, support risk reduction actions, monitor progress of those actions and report progress to P&M leadership. Support P&M leadership with risk management reporting to Bank risk committees.
- Act as the day to day operational lead for compliance programs owned within P&M. Specific focus on ensuring the CCCFA Compliance Programme is fully operational and meets the requirements of Bank policies and standards.
- Lead the management of P&M risk register, incident/issues register and compliance obligation register. Produce and deliver risk reporting to P&M leadership (in collaboration with P&M Heads of), as well as other risk committees, to ensure risks are well understood, managed and progress to achieving risk reduction is actively monitored.
- Undertake in-house design effectiveness and operational effectiveness testing (for control testing not covered by Line 1 Risk Function). Identify gaps and work with control owner to resolve gaps.
- Working with Heads of, support implementation of regulatory/legislative change and reporting on regulatory/legislative change initiatives.
- Build and sustain effective stakeholder relationships, including Line 2 Risk Function, to cultivate a positive risk culture.

From time to time, there may be an additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.