



Position Specification

Financial Conduct Authority (FCA)
Change Director



About the FCA

At the FCA, we're creating a fair and more resilient financial system. We're establishing more transparent relationships between financial services and customers, building trust in financial markets and protecting vulnerable consumers.

We're currently on an exciting journey as we drive forward significant organisational, people, process, and technology transformation to become a more forward-thinking, proactive regulator. We will use data more effectively to drive better regulatory decisions and build greater cohesion across our broad financial services remit.

Significant improvements in digital enablement, business intelligence, market data and information management maturity are all being pursued to maintain our position as a world leader in financial services regulation. At the same time, the type of firms that we regulate continue to grow and our approach to these firms needs to maintain a balance across all our main statutory objectives whilst being proportionate. Artificial Intelligence, Crypto, ESG and Quantum computing are only some of the areas of fast development.

About the Department

The Change Directorate is the custodian of the FCA's Change Agenda. It plays a unique role in understanding the requirement of divisions and ensuring change is proactively managed by deploying change specialisms to effectively design and deliver change projects across the whole organisation.

This is an exciting time of change for the FCA and as such our work has never been more important to ensure that we can support the organisation in delivering its ambitious change agenda.

The Role

Reporting to the Chief Operating Officer (COO), the Director of Change will lead the development of the change capability across the organisation and through the centralised change function. Their primary responsibility will be to deliver the change portfolio and lead the ongoing professionalisation of the Change Directorate. This will include creating and implementing change strategies and plans that maximise agreed objectives and outcomes, manage risks, minimise resistance, working to agreed budgets, timescales, and quality. The function is circa 200 FTE delivering 80 projects and programmes.

Together with the COO, the Change Director will be responsible for the continuing development of the approach to change delivery, project methodology, project and programme management, business analysis and change adoption. The role will promote a strong business partnering ethos, supported by technical expertise and efficient delivery execution oversight, alongside highly developed people skills to create consistency in approach across a dispersed team. They will also be responsible for upskilling staff across the FCA with core project management skills.

The role holder will ensure appropriate development of strategic priorities, leadership over portfolio delivery and emphasis on benefit realisation. They will be responsible for ensuring the overall health of the portfolio, including efficient delivery, risk identification, reusability of analytics and giving advice to the Executive Finance & Delivery Committee (EFDC) and the Executive. (*Note, EFDC is a new ExCo committee established during in 2022*).

The individual will have extensive project and programme management experience including 'waterfall' and 'agile' project knowledge (technical & operational), business analysis, and the associated control frameworks. They should be comfortable managing a portfolio including publicly visible, multi-million-pound initiatives.

What will the candidate get from the role?

The Change Directorate partners with business colleagues to deliver change that accelerates the FCA's ambition to become a data-led and outcomes-focused regulator.

Our purpose is to enable delivery of the FCA's strategy and Change Portfolio safely, on time and to budget, in partnership with the business to deliver the FCA's strategic outcomes and regulatory obligations.

This role is highly visible, with the potential to impact not only the organisation but the sector as a whole. You will get exposure to a broad range of issues and will contribute to the FCA's Senior Leadership Team to shape and influence the organisation's strategy.

The main opportunities of the role include:

- Develop a core understanding and contribute to the FCA strategy including changing technology landscape.
- Leading the delivery of our change portfolio and acting as a key contributor to defining the prioritisation for the FCA.
- Working at pace, and cross functionally, to build change capabilities fit for the future.
- Working with Directors and EDs across the FCA, acting as a strategic partner and considering technology plans, business, and operational SME availability in determining execution approach to the portfolio.
- As a thought leader and change agent, providing innovative solutions to delivery challenges, keeping the FCA at the forefront of modern practices.
- Play a central role in the transformation of our change capability functions, ensuring they are a strategic partner for the rest of the organisation.
- Work with the Board, ExCo and fellow members of the Operations Senior Leadership Team.

Candidate Profile

Skills/Experience required

Minimum Criteria

We're a signatory to the Government's Disability Confident scheme. This means that we guarantee an interview to any disabled candidates entering under the scheme, should they meet the minimum criteria for a role. A minimum criterion needs to be measurable from reviewing a candidate's CV.

- Proven ability to lead and develop large multidisciplinary teams in partnership with business leads.
- Formulation of departmental work programmes; resource management, building change capabilities, objective setting, and appraisals.
- Experienced leader, comfortable in a matrix environment.
- Delivery excellence – led major change portfolios. Demonstrable track record of programme delivery, both IT and business related. An ability to steer multiple concurrent projects.

Essential Criteria

- Responsibility for formulating, managing, the review of and improvement of best practices, policies and procedures relating to projects and programmes.
- Technical understanding of project and programme delivery techniques including waterfall and agile. Experience and understanding of portfolio delivery and resource management across a change function.
- Risk identification and problem resolution.
- Excellent negotiation, communication, and interpersonal skills with the confidence to develop highly effective relationships with senior stakeholders across the organisational landscape. Alongside representing the FCA at a Senior level.
- Reputation for being an agent of change with a determined, outward looking mind-set; self-motivated, thorough, diligent, and quality driven with a "can-do" attitude.
- Highly commercial, able to work within tight budgets and to optimise a mixed outsource/in-house operating model.

Desirable Criteria

- Proven experience of developing strong relationships, professionalism, and executive presence. There is a particular emphasis on the following key groups: ExCo, FCA Board & Sub-committees, and other FCA Senior Managers, Senior Advisors and Suppliers.
- Proven ability to demonstrate collaborative and inspirational leadership style focused on outcome and results. Comfortable challenging, and being challenged, at the highest levels of ExCo and Board.
- Energetic, able to work at pace, able to handle ambiguity, creative, driven, committed, and able to collaborate and influence at senior levels.
- A thought leader and advocate for innovation, bringing external thinking into the organisation with the ability to set the vision for the future direction of the function.

Particulars

- This role can be based in London, Leeds, or Edinburgh.
- If successful, you will be required to obtain and retain SC Clearance.
- We operate a hybrid working policy with an expectation all colleagues are in the office a minimum of 40% of their time. We expect senior leaders to spend a minimum of 50% of their working time each month in the office.
- Compensation for the role is £195k-£250k per annum.
- 12% pension contribution and 30 days paid holidays per annum.

Application Process

Application

The recruitment process is being undertaken by Russell Reynolds Associates on behalf of the FCA. Please submit your full application by email to responses@russellreynolds.com. Please quote the role title and assignment code **P2312-093L-A** in the subject heading of the email. All applications will be acknowledged. **The closing date for applications is 23:59 on Friday 16th February 2024.**

Your submission should include:

- A **CV** setting out your career history, with key responsibilities and achievements. Please ensure you have provided reasons for any gaps within the last two years.
- A **Statement of Suitability** (no longer than two pages) explaining how you consider your personal skills, qualities and experience provide evidence of your suitability for the role, with particular reference to the criteria in the person specification.
- A completed [Diversity Questionnaire](#). We're committed to implementing and monitoring our equality and diversity policies with the aim of recruiting, retaining and promoting staff regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation. Data will be reported anonymously, in an aggregate format, and will not be seen by anyone assessing your application.

Please submit all documents so that the panel will have all the required information on which to assess your application against the criteria in the person specification. Selection will be via a two-stage interview and psychometric assessment.

Indicative Timeline

Milestone	Timing
Closing Date for Applications	Friday 16 th February
<i>Longlist Meeting with Selection Panel</i>	<i>w/c 26th February</i>
Longlisted Candidate Interviews	4th March to 22nd March
<i>Shortlist Meeting with Selection Panel</i>	<i>w/c 25th March</i>
Informal Meetings with relevant stakeholders	w/c 1st April
First Panel Interviews	w/c 8th April
Candidate Assessments	w/c 15th and w/c 22nd April
Final Panel Interviews	w/c 29th April
Additional Confirmatory conversations with relevant stakeholders for selected candidates	w/c 6th May

Conflicts of Interest

All applicants to the FCA are required to demonstrate that they do not have other interests likely to conflict with their responsibilities as an employee of the FCA.

You should declare any potential conflict of interest as early as possible in the selection process (via the named recruitment contact), and also disclose information or personal connections that, if appointed, might be open to misperception.

Any potential conflicts of interest will not prevent candidates going forward to interview but may, if appropriate, be explored during the interview to establish how the candidate would address the issue(s) should they be successful in their application.

For more information on conflicts please visit: <https://www.fca.org.uk/publication/corporate/conflict-of-interests.pdf>

The FCA's Values & Diversity

Our ambition is to create a diverse and inclusive workplace that reflects the society we serve, helping us to be a better regulator. We serve the public and our decisions directly affect the wellbeing of people, businesses and the UK economy. So, [our values matter](#). They represent the culture we aspire to every day, guiding our judgements, building trust, and helping us to be 'At our best'.

We particularly welcome applications from women, disabled, and minority ethnic candidates, as under-represented groups. As an inclusive employer, we are open to considering flexible working arrangements, including job shares. Please inform your recruiter if you wish to apply for this role on a flexible basis.

We're a signatory to the Government's Disability Confident scheme. This means that we guarantee an interview, to any disabled candidates entering under the scheme, should they meet the minimum criteria for a role.