



# Position Specification

**Financial Conduct Authority (FCA)**  
Head of Department



## 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

We're looking for a talented and influential Head of Department to play a key strategic partnership role as we transform into a more innovative, adaptive, and assertive regulator.

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.

The Ops/DTI Department is one of four departments in the Change Directorate. The Ops/DTI Department is an emerging and growing department, supporting business-led operational projects, and enabling product ownership for tech, data, and systems transformation. We act as the single point of contact for enabling change across the FCA's frontline and central FCA functions, to deliver consistent, compliant, and efficient change delivery.

If we get it right, every one of our FCA colleagues should directly benefit from our efforts – that's a challenge and a responsibility we take seriously.

This role reports to the Change Director and is a key role within our senior leadership team.

### **What will the candidate get from the role?**

As a member of Change Directorate SLT, you will benefit from an opportunity to lead a department which makes a difference on both a national and international scale.

Enabling our organisation to perform at its best, you will be implementing change that affects millions of consumers and thousands of businesses across the financial services industry.

You will get exposure to a broad range of issues, contributing to the senior leadership team, helping to shape and influence our strategy and its impact on financial services.

## The main opportunities of the role include:

- Gain insights into how a world class regulator uses innovation and great change management to drive operational excellence and efficiency in partnership with others.
- Deepen your knowledge about how the FCA's front line business divisions interface with key central operational and technology functions to deliver – in partnership – business requirements.
- The chance to develop and broaden your networks right across the FCA and advise the Executive Committee and the FCA Board on the evolution of business-led change delivery.

If you can bring a positive can-do attitude, commitment to exceptional business partnering and have a strong drive to innovate as part of a highly performing team, in return we will create opportunities for everybody in a diverse, inclusive, and inventive environment.

## 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.

- Relevant experience of collaboration and planning strategically and creatively in the development and delivery of business and technology orientated solutions.
- Substantial experience with shaping change & project management delivery knowledge.
- Significant experience of managing and influencing key stakeholders, including senior decision makers, internally and externally to achieve business outcomes.

#### Essential Criteria

- Experience leading large teams (60 plus across £MM budgets) through times of ambiguity and uncertainty by developing a vision, structure and providing direction and a clear plan.
- 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.
- Ability to effectively prioritise work to meet emerging business needs.
- Strong stakeholder management and collaboration skills, ability to develop networks across FCA and 'join up the dots' whilst maintaining consensus to an agreed plan with other leaders.
- Able to identify, scope and improve ways of working with a continuous improvement and problem-solving approach.
- Ability to analyse, investigate and evaluate information & data, to make evidenced judgments.
- Strong personal resilience, gained through experience in working under pressure from competing (and potentially conflicting) priorities and demands.
- Excellent negotiation, communication, and interpersonal skills with the confidence to develop highly effective relationships with senior stakeholders across the organisational landscape.

#### 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 £135k-£173k 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](mailto:responses@russellreynolds.com). Please quote the role title and assignment code **P2312-093L-B** in the subject heading of the email. All applications will be acknowledged. **The closing date for applications is 23:59 on Friday 16<sup>th</sup> 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 <sup>th</sup> February                         |
| <i>Longlist Meeting with Selection Panel</i>  | <i>w/c 26<sup>th</sup> February</i>                      |
| <b>Longlisted Candidate Interviews</b>  | <b>4<sup>th</sup> March to 22<sup>nd</sup> March</b>     |
| <i>Shortlist Meeting with Selection Panel</i>   | <i>w/c 25<sup>th</sup> March</i>                         |
| <b>Informal Meetings with relevant stakeholders</b>   | <b>w/c 1<sup>st</sup> April</b>                          |
| <b>First Panel Interviews</b>   | <b>w/c 8<sup>th</sup> April</b>                          |
| <b>Candidate Assessments</b>  | <b>w/c 15<sup>th</sup> and w/c 22<sup>nd</sup> April</b> |
| <b>Final Panel Interviews</b>   | <b>w/c 29<sup>th</sup> April</b>                         |
| <b>Additional Confirmatory conversations with relevant stakeholders for selected candidates</b> | <b>w/c 6<sup>th</sup> May</b>                            |

### 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.