



Job Specification

TSB Banking Group plc
Non-Executive Director, Consumer & Digital
2208-067L

Company Background

TSB is a customer-focused, purpose-led UK retail Bank, with a comprehensive proposition portfolio for consumers and businesses that includes current accounts, credit cards, mortgages and loans and multichannel distribution through 220 branches, telephone and digital services. Relunched as an independent bank in 2013, it went public in 2014 and was then acquired by Banco Sabadell Group in 2015. Sabadell shares TSB's focus on local people, businesses and communities, its values and its commitment to transparency. The bank is financially strong with a balance sheet of c.£35Bn in deposits and c.£38Bn in lending. TSB's purpose of "Money Confidence. For everyone. Every day" is more relevant than ever. And with a brand that heritage stretching back to the start of the Savings bank movement over 200 years ago, TSB has developed a strong ESG proposition, covering all aspects of its contribution to People and Planet, through its Do What Matters Plan."

This is an opportunity to join the high calibre board of a significant UK challenger bank, with a new CEO and considerable ambition. There is an established customer-focused culture in the business, a new three-year strategy focused on disrupting the *status quo* with new propositions, being more agile, responsive and progressive; delivering digital products and propositions in a more agile, innovative and personalised way, whilst delivering value to customers.

Expertise, skills & background

Ideally candidates will bring significant practical experience and capabilities including:

- S/he will strengthen the consumer perspective at the board and bring knowledge of how digital technologies can enhance customer experience.
- Expertise in a combination of either digital, marketing, customer proposition and product development, general management in a consumer-led business, or related areas within a consumer-focused organisations, ideally of similar scale and complexity.
- Sector experience could be across the breadth of retail financial services, as well as other consumer led industries. An understanding of consumer, marketing, digital or technology would be advantageous.
- Though candidates may come from outside the financial services sector, they will need to demonstrate the intellectual agility and financial literacy to be a credible board director of a significant UK retail bank. An understanding of how to operate within a regulated context would be helpful.
- Commercially astute, analytical and insightful.
- Passionate about doing the right thing and delivering value for customers. Understands conduct risk, compliance and treating customers fairly.
- Alignment to TSB's Group's purpose of creating money confidence, as well as TSB's inclusion and diversity goals.

Time Commitment

It is anticipated that the role will require a time commitment of up to 36 days a year. Candidates must be able to commit to 7 Board meetings dates, as well as additional Committee meetings in Gresham Street, London EC2.

Applications

For further information about the position, and how to apply, please visit: www.rraresponses.com. The closing date for applications is 5.30pm GMT on 13th December 2022. Please send your application to responses@russellreynolds.com with 2208-067L in the subject line.

Applications must be accompanied by:

- A full curriculum vitae;
- A cover letter and/or any other information needed to provide adequate briefing on the candidate's credentials for the role;

- Please quote 2208-067L as the reference number.