



Job Description

Job Title:	Senior Manager - Third-Party Risk and Operational Resilience
Department:	Operations
Certified Role:	Yes
Reports to:	Chief Operations Officer
Direct Reports:	None
Budget Responsibility:	No

Purpose of role:

This role will create and embed framework, controls, processes, and practices to efficiently manage operational resilience (“OR”) and third-party risks (“TPR”) and maintain a robust governance on both TPR and OR. This is a certified role under the Senior Management Regime.

Primary Responsibilities of Role:

Third Party Risk Management:

- Establish and continually improve the Bank’s third-party risk management framework.
- Ensure the compliance of the requirements of the PRA/EBA Guidelines on Outsourcing and assess impact.
- Create a framework for onboarding/offboarding of third parties/vendors and ensure that their due diligence is conducted as part of onboarding. Monitor the ‘life cycle’ of the Bank’s Third Parties through analysing, assessing, and evaluating the risks and existing controls in line with relevant financial and operational regulations, policies, and procedures.
- Develop, implement, monitor, and report performance metrics that demonstrate third party value and performance. The measurement to include user satisfaction, quality and service levels, savings, supplier performance metrics.
- Develop and maintain a vendor analysis matrix and conduct business reviews according to the policy.
- Continue to embed and maintain the recently implemented system – Vendor Insight
- Maintain and enhance the Third Party and Outsourcing Register using Vendor Insight and the vendor ABC (“Anti-Bribery and Corruption”) register as per the Bank’s policies and regulations.
- Work closely with Vendor Risk Owners across the Bank, providing guidance, advice and assistance in evaluations of current and potential third-party service providers.
- Where required, participate in the procurement of services and support operational negotiations in line with the Bank’s policies.
- Create controls and support third party contracts development, vendor risk reviews and approval process and provide contract information as needed.
- Conduct independent risk assessments of third parties/vendors and provide findings and recommendations to the appropriate line of business.
- Manage the whole cycle of the Bank’s Insurance policies renewal, including assessing cover requirements.



- Be aware, maintain knowledge and adhere to the relevant regulatory and legal obligation of the function managed, including local and wider group policies. This should include an understanding, and the appropriate application of the PRA, FCA requirements and the TPRM best practices .
- As a part of the management team in the Operations department, actively contribute to increasing operational effectiveness and delivery, including through process mapping and recommendations.
- Attend and minute the weekly Heads of operations meetings.
- Other tasks as may reasonably be required.

Operational Resilience

- With support of the COO, ensuring the Bank meets ongoing regulatory requirements by embedding Operational Resilience framework throughout the business
- Identifying 'Important Business Services' as the Bank's operating model evolves
- Mapping the resources needed to deliver Important Business Services by liaising with cross-functional stakeholders & SMEs
- Designing and leading annual testing of severe but plausible disruption scenarios
- Ensuring Operational Resilience Reporting & MI is embedded within Bank's governance structure, including the identification and escalation of material resilience vulnerabilities
- In conjunction with the COO, ensuring Board and Senior Management engagement and buy-in, including preparing written updates when required.

Conduct Requirements:

Individual Conduct Rules:

Rule 1: You must act with integrity.

Rule 2: You must act with due skill, care and diligence.

Rule 3: You must be open and cooperative with the FCA, the PRA and other regulators.

Rule 4: You must pay due regard to the interests of customers and treat them fairly.

Rule 5: You must observe proper standards of market conduct.

Competence Requirements:

Professional/Academic Qualifications:

Essential: The ideal candidate will be educated to a degree level.

A degree in Banking, Economics, Finance, Supply Risk Management or an analytical degree would be an advantage.

A TPRM or Risk Management certification would be highly beneficial.

Experience/Knowledge

Third Party Risk Management experience, ideally within the banking sector.

Operational Resilience or Operational Risk Management knowledge and experience is highly desirable.

Solid Knowledge of the EBA Guidelines on Outsourcing and PRA regulation on Third Party Risk.

Knowledge of Operational Resilience in the financial sector would be very beneficial



Experience of working in a smaller financial/banking institution, with a cross-skilling environment, would be a distinct advantage.

Functional/Technical Skills:

Essential:

- Strong quantitative and qualitative analytical skills
- Ability to devise and monitor KPIs, SLA and other measurements of risk and performance
- Attention to detail
- Strong Excel skills
- Willingness to learn and gain expertise in the area of Operational Resilience, whilst working alongside the COO

Interpersonal & Organisational Skills:

- A practical, hands-on approach to managing the areas of responsibility and supporting peers and colleagues
- Strong communication skills (both written and oral);
- Ability to advise, guide, influence, challenge and persuade stakeholders at all levels of an organisation
- Ability to work with a fair degree of autonomy in a demanding, deadline driven environment
- Demonstrable initiative-driven approach and a sense of accountability,

Languages:

Essential: Fluent written and spoken English.

Competencies:

There are *six core behavioural competencies* applicable to every member of staff as part of FBN’s Performance Management Framework and are fundamental to the way in which we operate. The level of behaviour required for your role is detailed below and the full range of descriptors for each level is available in the Competency Framework Booklet.

	Competency	Level
1	Professionalism	2
2	Client Focus	2
3	Decision Making & Accountability	2
4	Working with Others	2
5	Change Orientation	2
6	Risk Awareness	3

Signed:

Date: