



Appointment brief

Appointment of Head of Change Management Office

March 2025

Reference: QFVJ

Saxton Bampfylde

Introduction

The Financial Services Compensation Scheme (FSCS) is the UK's compensation scheme for financial services, helping people get back on track by protecting them when authorised financial services firms fail. FSCS is an independent free service which covers all regulated financial services in the UK. The Scheme protects: deposits in banks, building societies and credit unions; insurance policies; some investments and investment advice; insurance broking; mortgage advice; self-invested personal pensions (SIPPs); pensions advice; payment protection insurance (PPI); debt management plans; and pre-paid funeral plans.

FSCS's mission is to provide customers with a trusted compensation service which helps raise public confidence in the UK financial services industry.

FSCS has grown from modest beginnings in 2001 to help customers during historic events such as the 2008 banking crisis and the 2020 global pandemic. Its experience mirrors that of the industry, government, and regulators in adapting to change, learning, improving, and overcoming difficulties and its work has been recognised in many national awards.

FSCS has paid out billions in compensation and come to the aid of millions of customers. FSCS is funded by levies on the financial services industry, and its service is free to the individuals and businesses who need its help. By providing this service, FSCS contributes to market confidence and supports financial stability.

Once a claim has been paid, FSCS also tries to recover the monies from the failed firm or other third parties who contributed to customers' losses, where reasonably possible and cost effective to do so. These recoveries help to offset the levies financial services firms have to pay and can provide additional compensation for customers whose claims are above FSCS's limits.

FSCS has completed a four-year strategy, achieving its mission through the pillars of *Prepare and Protect* and *Promote to Prevent*:

- Prepare and Protect: focused on building future capabilities and driving value for money
- Promote to Prevent: focused on supporting consumers and industry; helping consumers avoid harm and assisting FSCS's regulatory partners in improving consumer protection through the use of customer data and insights

FSCS is now going through a significant period of transformation as it ensures that it is able to deal efficiently and effectively with the changing demands on its service. In recent years, it has also become better able to share its insight about bad actors and so play an influential part in a regulatory framework that seeks increasingly to be about prevention rather than cure.





KEY FACTS

- FSCS was set up in 2001 under the Financial Services and Markets Act 2000.
- In 2022/23, FSCS paid £403m in compensation, compensated nearly 68,000 customers and received £15m in recoveries from failed firms.
- FSCS recovered £20 billion from the 2008 bank failures and repaid all £20.5 billion borrowed from HM Treasury that year.

GOVERNANCE

FSCS is constituted as an independent company, accountable to the Financial Conduct Authority (FCA), the Prudential Regulation Authority (PRA), and to HM Treasury, but with independence from the regulators in the operation of the compensation scheme.

The FSCS board consists of a non-executive Chair, Elizabeth Passey, who took up her role in 2024, seven other non-executive directors and two executive directors.

Full information on the governance of FSCS can be found in the most recent Annual Report and Accounts for 2023/4 – see [Annual Report 2023/24 | FSCS](#)

The role

This person will be responsible for:

- a) leading FSCS's change management office activities from supporting large scale transformation programmes across the whole organisation to smaller projects.
- b) ensuring strategic alignment of OKRs by leading the planning cadence for delivery of Roadmap initiatives, and
- c) for maturing FSCS' target change management model, including governance, and change delivery capability within the business.

Following the appointment of its new CEO, FSCS wants to invest in strengthening its change management capability. The Change Management Office provides direction and assurance on delivery methodology and standards to the individual delivery teams and provides enterprise portfolio services to the Executive Team. The role holder will build and lead the team that provides expert change management office skills, advice, input and direction to business stakeholders when considering changes and improvements, to ensure appropriate solutions are delivered in line with our strategic plans.

RESPONSIBILITIES OF OUR HEAD OF CHANGE MANAGEMENT OFFICE

In support of this, you will:

- Mature and manage key Change Management Office offering services including: Governance, Demand Management, Resourcing, Quality & Risk Management, MI/Reporting/Benefits Realisation, CMO tooling, Financials and Standards/Frameworks/Methods
- Be accountable for effective change methodologies that support it, leading improvements and enable their realisation when identified
- Work collaboratively with internal and external stakeholders and lead by example contributing to a culture of co-operation, flexibility and adaptability across the FSCS.
- Champion the use of standardised good practice Change Management approaches, utilise the skills and experience of the team and balance with industry recognised ways of working
- Collaborate with project sponsors/stakeholders to ensure the business case for change is clearly defined and documented
- Manage portfolio governance to achieve coherent decision-making, effective management of risks and integration of change initiatives into business as usual
- Initiate and facilitate deep dive reviews, where appropriate, of 'at risk' projects to identify and address issues and effectively mitigate risks that threaten the achievement of the overall change goals
- Provide information and advice to key stakeholders to keep them up to date with progress, issues and developments in the change portfolio, providing appropriate briefings to enable informed decision making regarding the planned approach.
- Promote new thinking, creative solutions and ways of working to address issues and mitigate risks.





Working at FSCS

At FSCS, we recognise the importance of a diverse and inclusive workplace. We know that our diverse and purpose-driven culture helps us to deliver a brilliant service for our customers.

So, we're committed to ensuring that FSCS is a place where everyone can succeed in achieving their goals. We recruit from the widest, most diverse pool of talent and support colleagues once they've joined to create a real sense of belonging.

At the heart of this strategy is an open, honest and supportive culture that enables people to bring the best of themselves to work.

Wellbeing at FSCS

We support our people by recognising that FSCS plays an important role in creating a positive environment that allows everyone to feel like they belong. Our strategy during 2023/24 focused on five key elements for our colleagues' wellbeing: physical, emotional, social, financial and career.

In 2023, our work in this area was recognised in multiple awards and accreditations, including:

- Working Families' Top Employers of 2023
- Investors in People – Gold Accreditation
- Inclusive Top 50 Employers list for a fifth year running



Total Reward at FSCS

Our Total Reward package brings together benefits, bonus, salary benchmarking and salary progression into one compelling package that showcases what the FSCS is about, how we want to support our people and what we recognise, value and reward.

Core My Flex Benefits

FSCS offer a wide range of core and voluntary employee benefits which are annually reviewed and benchmarked. We feel some benefits are so important that we offer them as part of our core benefit package funded by FSCS.

FSCS funded:

- Personal pension
- Private medical insurance (for you, your partner, and dependent children)
- Life assurance
- Income protection
- Dental insurance
- Health screening
- Virtual GP
- Employee Assistance Programme (EAP)

Optional My Flex Benefits

Employee funded:

- ISA
- Will writing
- Critical illness insurance
- Discounted gym membership
- Travel insurance
- Tax-free childcare
- Holiday purchase
- Charitable giving
- Dining card
- Fun Pass
- Cycle to work scheme

Work/Life Benefits...

Additional benefits include:

- Flexible working
- Enhanced maternity, paternity and adoption leave with no minimum length of service (26 weeks full pay)
- Paid parental leave (three days annually)
- Enhanced dependants leave (20 paid days annually)
- Volunteering allowance (two paid days annually)
- 4 weeks work from anywhere policy
- Funding for eyesight & hearing testing/equipment
- YuLife health app
- Wellbeing resources (includes menopause, mental health, women's health)

Workspaces

- **Equipment Allowance** – an annual £200 allowance to purchase additional office equipment for your home working space.
- **Office Collaboration Spaces** – when you're and want to connect with colleagues you may not want to be confined to a desk. Our touch-down collaboration spaces allow you to get together informally.
- **Office Concentration Space** – a room with four private booths ideal for those who need quiet time to focus on a particular piece of work.

Recognition

- **High Fives** – a great way to recognise and thank colleagues across the Scheme, at any level.
- **High Five Vouchers** – an opportunity for managers to recognise colleagues for going above and beyond with a monetary reward.
- **Fests** – quarterly socials to celebrate our achievements together and give back to the local community.
- **Annual People Awards** – celebrating the contributions and positive impact our people make on the organisation, each other and our customers.
- **Long Service Recognition** – valuing the experience and knowledge that our historians bring, celebrating their stories and recognising their contributions.



The Individual

Knowledge and Experience

- Significant and proven experience leading change management offices and/or multi-function transformation programmes, with high complexity
- Experienced in leading the maturing of a target change management model, including governance, delivery capability
- Extensive knowledge and experience developing commercially robust business cases, programme plans, managing programme budgets and implementation strategies
- A track record of delivering results to demanding timetables

Skills and Personal Qualities

- Leadership excellence, combined with highly tuned interpersonal, influencing and communication skills
- Effective management of stakeholder interests across a complex organisational structure
- Credibility and confidence working at senior levels in the organisation; comfortable working with C-suite executives across the range of business functions
- Strong analytical and numerical skills and strong financial acumen and commercial awareness
- Creative thinking and problem analysis
- A collaborative approach, at all levels
- A commitment to continuous improvement
- Resourcefulness
- Strong attention to detail

Terms of Appointment

LOCATION

FSCS's offices are in Aldgate, London. The office environment is an important part of the culture at FSCS, providing a space for connection, collaboration, celebration, creativity, and compassion and staff currently all spend 40% of their working time in this space.

PACKAGE

The salary for this role will be up to £120,000 and include all the benefits listed above.

CONFLICTS

Applicants will need to disclose any potential conflicts of interest.

DIVERSITY

FSCS is committed to embracing diversity and to promoting equality of opportunity for all and support the principle of appointment on merit with independent assessments

How to apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to Financial Services Compensation Scheme on this appointment.

Candidates should apply for this role through our website at www.saxbam.com/appointments using code **QFVJ**.

Click on the 'apply' button and follow the instructions to upload a CV and cover letter, and complete the online diversity monitoring * form.

The closing date for applications is noon on **Wednesday, 9 April 2025**.

* The diversity monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

As a Disability Confident employer, we will guarantee an interview for people with disabilities who meet all the essential criteria and so if you would like to be considered under this scheme then please let us know

GDPR personal data notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.

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