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## JOB DESCRIPTION

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**Job Title:** Business Assurance Manager

**Grade:** E

**Department:** CAF Bank, Business Change and Assurance Team

**Main purpose of job:**

To be accountable to the Head of Business Change and Assurance and COO in ensuring that day-to-day risk and assurance activities are completed to a high quality and to identify change that would reduce the risk and support moving to a digital focussed bank. Responsible for business risk and assurance activities, including governance reporting and assurance over operational controls ensuring continuous improvements and championing the use of AI tooling. Responsible for overseeing business policies and standard operating procedures in a way that is effective and efficient. Ownership of Bank incident management, outsourcing oversight, BCP and Operational Resilience activities within CAF Bank Operations.

**Responsible to:** Head of Business Change and Assurance

**Budgetary responsibilities:**

**Responsible for (staff/jobs):** Direct responsibility for 2 Business Assurance Assistant Managers and 1 LOD Risk Manager. Indirect responsibility for 1 Senior Business Assurance Office and 3 Business Assurance Officers.

**Key Job Responsibilities:**

**Business Assurance and Governance**

- Responsible for the business assurance approach across CAF Bank Operations ensuring appropriate control checks are completed and process improvements are tracked through Business Change.
- Ownership of the management of Bank incidents and events, including incident reporting, analysis and lessons learnt activities.
- Management of review of Bank policies and SLA documents.
- Responsible for coordinating BCP and Operational Resilience testing to comply with regulatory requirements in conjunction with Technology and 2LOD.
- Responsible for overseeing the reporting and administration of CAF Bank Outsourcing Management, including supporting Operations with both internal and external partner meetings, service reviews, updating Jira with review notes and follow up actions.

## **Risk and Regulatory Management**

- Accountable for CAF Bank's 1LOD risk procedures and risk/regulatory framework, working in partnership with 2LOD.
- Coordinate identification, measurement, control and monitoring of risks within each area of the business through RCSA reviews and Risk Scorecards.
- Accountable for providing assurance expertise to Bank Operations and Business Change with change and project delivery items.
- Support the wider Operations with Operational Resilience tracking and measurements.
- Responsible for 1LOD Operational Resilience process and administration.
- Ownership of playbook in the event of an incident, ensuring the document is always up to date.
- Identify and assess new or emerging risks as internal activities or the external environment changes.
- Accountable for administering the incident management process including measuring, reporting, root cause analysis and actions tracking.
- Ownership of system access management for Bank systems under a Role Based Access model. Authorising RBAC system requests on behalf of CAF Bank.
- Ownership for the administration of CAF Bank BCP policy and management, including organising regular BCP tests, tracking actions, working closely with Technology and 2LOD teams.
- Oversight of the starter/leaver information involving frequent liaison with IT to ensure consistency with role-based access across the bank.
- Management of the Bank Operational audit process, facilitating audit visits, information requests and tracking outstanding actions to completion.

## **Team Management**

- Accountable for ensuring completion of the daily, weekly and monthly Business Assurance Team tasks, and supporting the Head of Change and Assurance.
- Management of the Business Assurance Team, working alongside Business Manager to support the overall team needs and direction.
- Close collaboration with the Business Change and project teams to deliver changes in a controlled environment.
- Key stakeholder for Change items to ensure governance around risk and controls.
- Overseeing the team's Involvement in Operational tasks outside of daily workload, for example User Acceptance Testing.
- Champion the use of AI tooling within CAF Bank, empowering everyone to work smarter, safer and more creatively through confident and controlled adoption of AI to drive impact and growth.

## **Financial**

- Support Head of Business Change and Assurance with Operational budgeting and reforecasting, working in conjunction with CAF Finance Team.

- Ensuring timely preparation of monthly bank charges accruals, checking of HSBC & RBS invoices before payment raising any anomalies, and authorising supplier invoices for payment and reconciliation. Sign off authority of invoices up to agreed limit, both in paper and electronic forms.

### **CAF Values and Behavioural Indicators**

The CAF Values and Behavioural Indicators set out in a transparent and consistent manner the explanation of the performance expectations of all CAF People. Through the use of common language and common standard, it combines a set of behaviours with the required technical skills and knowledge needed to effectively perform in any given role in CAF. This is used for the assessment, management and development of performance of all our people across CAF

Please refer to the link: [CAF values and indicative behaviours](#) for the CAF Values and Behavioural Indicators.

**Dated: April 2026**

## PERSON SPECIFICATION

**Job title:** Business Assurance Manager

**Date:** April 2026

Attributes	Essential ✓	Desirable ✓	How Evidenced <sup>†</sup>
<b>Experience</b> <ul style="list-style-type: none"> <li>• Management experience gained in a Financial services regulated organisation, ideally within the retail deposit taking and payments areas.</li> <li>• Experience in people management.</li> <li>• Proven experience of third party relationship management.</li> <li>• Expertise in Risk management and control frameworks.</li> </ul>	   ✓  ✓	 ✓  ✓	   A/C
<b>Qualifications</b> <ul style="list-style-type: none"> <li>• Able to demonstrate Industry awareness, ability and understanding to a high level.</li> <li>• Excellent standard of education.</li> </ul>	 ✓  ✓		  E
<b>Training</b> <ul style="list-style-type: none"> <li>• Leadership techniques</li> <li>• Organisational behaviour awareness</li> <li>• Risk Management experience</li> <li>• FCA, Banking Industry and Ombudsman awareness</li> <li>• Presentation skills</li> <li>• Project Management awareness</li> <li>• Customer Service skills</li> </ul>	 ✓ ✓ ✓ ✓  ✓	    ✓ ✓	    A/E
<b>Specialist Skills/ Ability/Knowledge</b> <ul style="list-style-type: none"> <li>• Broad understanding of the Financial Services Market, including Regulatory and Compliance requirements.</li> <li>• Risk management expertise</li> <li>• Leadership Skills</li> <li>• Project Management</li> <li>• Report writing at board level.</li> <li>• Excellent communication both written and verbal with peers, stakeholders, internal and external relationships</li> </ul>	  ✓  ✓  ✓	 ✓    ✓ ✓	    A/C/T
<b>Communication</b> <ul style="list-style-type: none"> <li>• The jobholder must have a highly developed ability to communicate successfully up to Board level both internally and externally.</li> <li>• The ability to deliver clear, succinct logically structured communications both verbally and in written form is key.</li> <li>• Presentation skills (written/oral) to small and large groups.</li> </ul>	 ✓  ✓	   ✓	  A/C/T

<p><b>Personal Qualities</b></p> <ul style="list-style-type: none"> <li>• The role requires the jobholder to have the ability and confidence to use initiative, motivate self and others, perform when under pressure and be comfortable taking primary responsibility for the efficient delivery of a key business area.</li> <li>• They will be able to demonstrate strong leadership and effective stakeholder management experience.</li> <li>• Flexible</li> <li>• Organised</li> <li>• Proactive</li> <li>• Ability to develop positive client relationships.</li> </ul>	<p style="text-align: center;">✓ ✓ ✓ ✓ ✓</p>		A/C
<p><b>Prior to Appointment</b></p> <p>All posts:</p> <ul style="list-style-type: none"> <li>• Credit Check</li> <li>• Dow Jones Check</li> <li>• Basic DBS Check</li> <li>• Employment References</li> <li>• Medical Clearance</li> <li>• Right to Work in the UK</li> </ul> <p>FCA Approved Posts:</p> <ul style="list-style-type: none"> <li>• Standard DBS Check</li> </ul>	<p style="text-align: center;">✓ ✓ ✓ ✓ ✓ ✓ ✓</p>		R/E

✓ Tick either the Essential or Desirable column as appropriate for each attribute

† Insert the code from the key below for how you intend to assess this requirement e.g. at interview, via references etc.

**Key**

R = References, E = Evidence/Certificates, A = Application, C = Competency Interview, T = Testing/Assessment