
JOB DESCRIPTION

Job Title: Senior Product Manager, Regulation Strategy

Grade: E

Department: Product

Main purpose of job:

We are looking for a Senior Product Manager to lead our regulation strategy and ensure that CAF product solutions comply with the relevant regulatory standards and deliver value to our customers and stakeholders. This role will be responsible for defining and detailing the requirements for product regulatory activities, such as customer due diligence, sanctions screening and transaction monitoring.

As the Senior Product Manager for regulation strategy, you will have a deep understanding of the regulatory landscape and the impact of changes on our products and services. You will also have a strong knowledge of the technology market trends and the best practices for product regulatory solutions. You will be able to communicate and influence effectively with internal and external stakeholders, including senior management, Legal and Compliance teams, IT, Transformation, Operations, and Finance. You will also have a passion for delivering innovative and customer-centric solutions that align with our Group aspirations and social purpose.

Responsible to: Head of Product, Donors & International

Budgetary responsibilities: None

Responsible for (staff/jobs): Product Governance & Project Co-ordinator

Key Job Responsibilities:

- **Creation of a strategy:**
 - Develop and execute a comprehensive strategy for CAF products that covers our current and future regulatory requirements. Over time, this should include a gap analysis, solution design, vendor selection, implementation, and ongoing monitoring.
 - Conduct market research, competitor analysis, and customer feedback to identify opportunities and challenges.
- **Develop clear product development roadmap & design solutions:**
 - Produce detailed requirements for CAF's Transformation programme relating to product regulatory activities and collaborate across multiple teams to ensure good outcomes for CAF and its customers.

- Following detailed analysis of relevant regulatory requirements, design product solutions with the necessary controls that create good customer outcomes.
- Define, prioritize, and communicate the regulation product roadmap to internal stakeholders.
- Collaborate with and lead cross functional teams to create effective go-to-market strategies.
- Be at the heart of the development process, ensuring timely delivery of high-quality regulation solutions.
- **Be the Subject Matter Expert**
 - Deep understanding of the regulatory environment and the impact of changes on our products and services.
 - Own knowledge and information on the regulatory requirements and standards for CAF solutions, review and update these sources and communicate any changes to relevant teams.
 - Design and deliver product specific training, especially in relation to any changes or enhancements introduced.
- **Commercial management:**
 - Strategically lead the process to search, select and onboard new partners for product regulatory solutions, working closely with procurement. This will include commercial negotiations, contractual set up & strategic oversight.
 - Support Procurement in ongoing supplier reviews from a product management and development perspective.
- **Performance / KPIs**
 - Establish and monitor key performance indicators (KPIs) to measure the success of regulated product features at CAF.
 - Analyse data and user feedback to iterate on existing features and identify opportunities for improvement.
- **Risk & regulation**
 - You will ensure that the Product Managers are managing and developing products that are compliant with the relevant regulations, standards and policies and deliver value to the business and customers.
 - Ensure all regulatory function controls, processes and governance are effective, customer focused and compliant with applicable legal and regulatory requirements.
 - Stay abreast of all regulatory market changes relating to CAF group solutions.
 - Collaborate with Legal and Compliance teams to ensure our products adhere to relevant standards and policies.
 - Work effectively along the whole process, liaising and consulting with the relevant teams (including Legal, Compliance, IS, Finance, Customer Services, Business Development)
 - Responsible for representing and protecting CAF's reputational risks in relation to regulation.

- **Product Governance:**
 - Line-manage the Product Governance & Project Co-ordinator who will be responsible for the coordination of all aspects of CAF's product governance; preparing the monthly Product Governance Committee meetings, tracking progress of open initiatives and actions, coordinating with Product Managers on submissions, product risk assessments and annual reviews as well as providing project management support to any open initiatives.
 - Ownership of CAF's product governance framework.

Requirements:

- You will have substantial experience in product management, preferably in the financial services or compliance sector.
- You have a strong knowledge of the UK and international regulatory landscape, products, and standards, and a passion for delivering customer-centric solutions.
- You have excellent communication, presentation, and stakeholder management skills, and can influence and align diverse teams and perspectives.
- You have a proven track record of delivering successful products from ideation to launch, and managing complex projects in a fast-paced environment.
- You have a data-driven and analytical mindset, and can use various tools and methods to measure and improve product performance and customer satisfaction.

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.

Date: September 2024

PERSON SPECIFICATION

Job title: Senior Product Manager, Regulation Strategy

Date: September 2024

| Attributes | Essential ✓ | Desirable ✓ | How Evidenced |
|---|----------------|----------------|---------------|
| Experience | | | |
| • Experience of developing and implementing new product solutions based on regulatory requirements. | ✓ | | A/C |
| • Experience of working on regulatory requirements specifically for the financial services industry e.g. financial crime | | ✓ | A/C |
| • Experience of developing and delivering product strategies and plans | ✓ | | A/C |
| • Experience and proven success in translating business analysis and human needs into successful consumer products | ✓ | | A/C |
| • Track record of managing complex stakeholder relationships, including interacting with and influencing executives | ✓ | | A/C |
| • Experience of building high-performance teams and driving cultural change | ✓ | | A/C |
| • Proven track record in delivering results | ✓ | | A/C |
| • Experience of stakeholder management | ✓ | | A/C |
| • Product Management experience | ✓ | | A/C |
| • Project Management experience | | ✓ | A/C |
| • Direct customer service/client relations experience | | ✓ | A/C |
| • Proven experience of budgeting, reporting and analysis, P&L management | ✓ | | A/C |
| • Previous experience of digital products/channels | ✓ | | A/C |
| Specialist Skills/ Ability/Knowledge | | | |
| • Detailed understanding of UK Financial Crime regulation | ✓ | | A/C/T |
| • Understanding of agile methodologies and confident discussing technology and its consumer applications – APIs, micro-services, cloud, mobile, and the Internet. | ✓ | | A/C/T |
| • Excellent teamwork skills | ✓ | | A/C/T |
| • Using collaborative culture to drive results | ✓ | | A/C/T |
| • Strong analytical capability | ✓ | | A/C/T |
| • Ability to formulate product strategies and plans | ✓ | | A/C/T |
| • Working knowledge of product management tools | ✓ | | A/C/T |
| • Ability to manage cross-functional teams to deliver business results | ✓ | | A/C/T |
| Communication | | | |
| • Excellent written, verbal and presentation skills (up to Director level) | ✓ | | A/C/T |
| • Strong interpersonal skills | ✓ | | A/C/T |
| Personal Qualities | | | |
| • A passion for leading, motivating and managing a team | ✓ | | A/C |



Charities Aid Foundation

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| <ul style="list-style-type: none">• Sound commercial acumen | ✓ | | A/C |
| <ul style="list-style-type: none">• Willingness and excitement to delve into data and systems and be comfortable with complexity | | | A/C |
| <ul style="list-style-type: none">• Results driven | ✓ | | A/C |
| <ul style="list-style-type: none">• Clear strategic thinker | ✓ | | A/C |
| <ul style="list-style-type: none">• Proactive problem solver | ✓ | | A/C |
| <ul style="list-style-type: none">• Ability to prioritise own work according to wider CAF objectives | ✓ | | A/C |
| <ul style="list-style-type: none">• Self-motivated, energetic and enthusiastic | ✓ | | A/C |
| Prior to Appointment | | | |
| All posts: | | | R/E |
| <ul style="list-style-type: none">• Credit Check | ✓ | | |
| <ul style="list-style-type: none">• Dow Jones Check | ✓ | | |
| <ul style="list-style-type: none">• Basic DBS Check | ✓ | | |
| <ul style="list-style-type: none">• Employment References | ✓ | | |
| <ul style="list-style-type: none">• Medical Clearance | ✓ | | |
| <ul style="list-style-type: none">• Right to Work in the UK | ✓ | | |

Key

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