

# Digital Innovations Lead

## Job Description

20 April 2021

## Introduction

Thank you for considering this role at Fair4All Finance. As we continue our exciting growth plans in 2021 to deliver on our ambitious goals and refreshed strategy, we're looking for a multi-talented, forward thinking and creative Digital Innovations Lead to join our Operations team.

You will be joining a talented and driven team overseen by a committed and impressive board. Our high calibre team is drawn from a range of backgrounds spanning CEO, Partner and Director roles within Financial Services institutions through to leaders in impact investing and social purpose organisations. The reach and influence of our team makes this an exciting place to work and enables us to engage important stakeholders at the highest levels.

We have put together this job pack to give you some insight about us and what it is like to work here, as well as some understanding about the role we have on offer and the skills and experience we are looking for.

## About Fair4All Finance

**Fair4All Finance has been founded to increase the financial wellbeing of people in vulnerable circumstances by increasing access to fair, affordable and appropriate financial products and services.**

Fair4All Finance was established in 2019, in response to the government's commitment to allocate dormant assets money to financial inclusion initiatives.

**Our vision** is of a society where the long-term financial wellbeing of all people is supported by a fair and accessible financial sector.

**Our mission** is to increase the financial resilience of people in vulnerable circumstances by providing access to fair, affordable and appropriate financial products and services.

Our first focus area is improving access to affordable credit. Our aim is to build capacity in the affordable credit sector with a combination of financial support, capability development and ecosystem development programmes. We are committed to pursuing other innovations that meet the needs of people in vulnerable circumstances and will in the future be launching programmes on insurance and savings.

You can find further information on our latest activities and refreshed strategy in our most recent [newsletter](#).

## Our values

### We are Inclusive

We want to work in partnership with others who have experience and expertise and share what we have; we do not want to duplicate work done by others

### We are Transparent

We are open and invite contribution in all we do

### We are purpose orientated

The needs of people in vulnerable circumstances are at the heart of everything we do

### We have a service mentality

We operate with humility and provide a practical commercial service to those seeking to improve financial inclusion

### **We are agile and innovative**

We iterate potential solutions rather than designing for perfection

### **We work holistically**

We seek to understand the problems we are trying to solve from both the viewpoint of the whole system and the individual effected.

## **Benefits**

We provide a salary and benefit package that is competitive within the UK social and public sectors, and comparable with many aspects of the financial services sector. We refreshed our entire approach to reward and benefits in 2020 and believe that we have created a package that is progressive, addresses the needs of our team and looks after financial, physical and mental wellbeing needs. Our family and flexible working policies are designed to ensure we are inclusive in our approach to work.

### **Financial security**

- Pension scheme to enable you to provide appropriately for your retirement, with employer contribution matching two to one up to 12% employer contribution
- Life assurance, critical illness and income protection cover
- Payroll savings and interest free cost spreading loans

### **Health and wellbeing**

- Health cash plan with everyday health cost reimbursement
- Employee Assistance Programme with access to counsellors or other professionals over the phone or face-to-face 24 hours a day, 365 days a year
- Informal and formal flexible working

### **Holidays**

- 27 days plus bank holidays and additional wellbeing days
- Opportunity to purchase up to 10 further days holiday

### **Family friendly**

- Enhanced shared parental leave policies available immediately to all team members

In 2021, we will further develop our approach to recognition and further develop our learning and development strategies and ways of working.

# Digital Innovations Lead

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**Location** The team are home working due to Covid-19; when government rules allow, this role-holder will be expected to spend regular time in the London office and at client meetings.

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**Accountable to** Head of Technology

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**Terms** Full-time  
Salary: £50,000 – £60,000  
All applicants must have an existing Right to Work in the UK

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## Role Purpose

This role will draw on your commercial acumen and digital savvy to help organisations (initially in the community finance sector) to better equip themselves in serving people in vulnerable circumstances through enhanced digital customer journeys, smart decisioning and use of alternative data, and efficient operations built on modern and flexible technologies.

This is a unique opportunity for someone who wants to apply their digital experience and innovative mindset to help transform the way financial services serve people in vulnerable circumstances in the UK.

At [Fair4All Finance](#) we have been supporting the development of organisations serving this consumer group through financial investments, development of tools and frameworks, and provision of advisory services to individual organisations. The technology team has led or contributed to each of these initiatives. We are now growing the scale and capability of the team to drive digital innovations and investments that should transform the way that the market is served.

Our [market report](#) that sets out the role of technology in community finance sets out three key findings: the sector's agility is constrained by their extensive use of legacy technology; the

scale of technology capability in sector is low; and the access to funds for technology is limiting the speed and extent of their digital adoption.

This role will be instrumental in our addressing each of these findings and will help to shape our technology investments.

We're looking for someone who shares our passion to improve people's lives. They will have strong analytical and consulting skills with experience in architecting, designing or developing digital solutions.

You will be advising and working with fintechs and community finance providers, and will lead the development of tools and frameworks to help develop the capability of the sector.

We are participating in consultations and working groups related to the opportunities and regulations around market innovations, including digital ID and open banking. We frequently asked to join selection panels to judge applications for funding or access to market opportunities (eg FCA Digital Sandbox, Inclusive Economy Partnership Boost Programme).

The Digital Innovations Lead will work on a day-to-day basis with the Head of Technology who will provide you with coaching and mentoring with a view to succession. You will work closely with all members of the Fair4All Finance team. As part of a small team, we're looking for someone who will integrate well into the team, is comfortable meeting with technology practitioners and senior leaders at the financial services and fintech organisations that we work with, has an entrepreneurial mindset and is organised and driven to deliver.

This role is an exciting opportunity for someone who has experience of working with technology in the business context, ideally in the financial services sector, who wishes to use their experience to support the financial wellbeing of the most vulnerable in our society. They will have a passion and demonstrable dedication to creating positive impact.

In this role we will support structured Continuous Professional Development.

This will involve leadership of work within two areas designed to build capacity in the community finance providers we work to support:

- **Operational excellence and capability:** to optimise sustainable operating models for community finance providers using innovative technologies and techniques
- **Markets, consumer insights and product design:** enable well designed solutions that build wellbeing to reach the people and communities we serve

# Role responsibilities

## Centre of expertise 60%

- Shaping the digital strategy at a sector level, influencing key decision makers at a policy and practical level in the application of technology and use of data and assisting the sector in adoption of modern technologies as suppliers move to open architectures and SaaS solutions
- Working with others to co-create innovative solutions to address the findings of the [market report](#)
- Leading the delivery of specific modules of the technology toolkit (e.g. cyber security, supplier selection, programme delivery) and supporting others
- Partnering with organisations, such as innovative fintechs, government agencies, law firms, regulators or digital agencies as part of the toolkit development and delivery
- Providing advice and support to the businesses operating in the sector – suppliers and community finance businesses – helping leaders to make decisions related to their digital evolution in a consulting or secondment capacity

## Investment identification and due diligence 15%

- Help to identify opportunities to transform the way technology is used by the sector through strategic investments, including equity investments and incubation
- Supporting the Head of Technology in performing technology due diligence on community finance lenders and / or technology organisations in which we are evaluating investment opportunities
- Contributing to the ongoing performance assessment of our technology investments

## Technology interventions 15%

- Responding to specific requests for consulting support to organisations requiring independent review of their digital strategy and programmes or assistance in adoption of new technologies
- Writing reports summarising the output from our intervention and recommendations

## Team Support (10%)

- Supporting the team with regular feedback, check-ins, and developmental objectives
- Contributing to a healthy and positive team culture, through role modelling in line with our commitments
- Contributing positively to the organisation's aims of diversity and inclusion
- Looking after the health, safety and welfare of yourself and all around you
- Taking on other reasonable duties as appropriate, in line with your skills, knowledge abilities and experience

## Person specification

### Essential experience and capabilities include:

To be successful you will need to:

- have experience related to the practical application of business technology or digital solutions ideally as a consultant, architect, designer or developer of business software
- evidence an entrepreneurial mindset and ability to develop innovative solutions
- have a good understanding and passion for staying up-to-date with technology evolution and innovations
- be an excellent project manager delivering outcomes to a specified timeframe at a high quality
- evidence strong oral and written communications skills and ability to articulate complex messages using both PowerPoint and Word as communications tools to interest and persuade your audience
- share our passion for our mission to increase the financial resilience of people in vulnerable circumstances

### Additional experience that would help your application:

Any experience of the following would be beneficial to the role:

- providing consulting or advisory services to third party organisations
- developing enterprise or solution architectures
- working in or with financial services organisations, especially consumer credit
- open banking
- market scanning and/or procurement of digital solutions
- making or monitoring investments in technology businesses

### Personal characteristics

- be comfortable challenging the status quo and energised by designing solutions
- be able to deal with complexity and uncertainty and work under your own initiative
- be keen to adopt innovative and creative approaches to problem solving with multiple stakeholders
- be great at listening to people who you will be working alongside or providing consulting services to
- enjoy innovative and experimental ways of team working
- seek continued learning and development, and enjoy developing others
- be a brilliant team player – take the initiative to support colleagues and suggest solutions
- be great at building relationships at all levels

## Terms of employment

All applicants must have an existing Right to Work in the UK.

**Fair4All Finance is committed to being a diverse organisation that is truly representative of the people and communities we serve.** We are an equal opportunities employer with an inclusive environment where different experiences, expertise and perspectives are valued, where everyone is encouraged to grow and develop and all team members can contribute to their fullest potential.

Applications are welcome from people of any age, sex, gender identity, disability, marriage or civil partnership, pregnancy and maternity, religion or belief, race, sexual orientation, transgender status or social economic background. We are determined to ensure that all team members and applicants receive fair and equitable treatment or are not disadvantaged by any inappropriate conditions or requirements being placed on them.

When we are recruiting, we actively seek to reach a diverse pool of candidates. We are happy to consider any reasonable adjustments that potential team member may need to be successful. We recognise the importance of a good balance between work and home life, so we do everything we reasonably can to accommodate flexible working.

## Applications

- The role will close on 12th May, please apply through the **BeApplied** link on the website.

After the job advert closes, your answers will go through a sift process: randomising and anonymising answers to take out individual information that could add biases into hiring decisions. This enables application reviewers to review each answer objectively. People scoring the applications will not have seen your CV at this stage of the process so please try your best to answer questions with specific examples and without simply rephrasing your CV, which they will review later in the recruitment process.

All Fair4All Finance team members are currently working from home. We will be as flexible as possible in light of any COVID-19 priorities and challenges which you may be facing.