

# Group General Counsel



## About Post Office

Post Office is in a unique position at the heart of communities across the UK, providing access to vital services from mail to bill payments, banking and financial services. We play a key role in the local economy – through our network of postmasters and commercial partners we connect people and businesses. We are the place that allows local businesses to trade by offering mail and banking services; we are the place that allows customers to communicate with friends and family, to access banking and financial services, to pay bills. We're at a pivotal point in our 370 year history as we look to redefine ourselves for a new generation – one where we are sustainable and profitable with our postmasters and customers at the heart of everything we do.

We are working hard to ensure that the next chapter of the Post Office's history is a bright one. Helping our Postmasters to run thriving local businesses which can continue to provide essential products and services for our customers for many years to come. This is a uniquely exciting and challenging time for the Post Office – we're shaping the future and creating a business we can all be proud of.

Working at the Post Office:

Post Office colleagues are the driving force behind our business and their passion, energy and enthusiasm will be key to delivering our business strategy.

All Post Office people are guided by our three values and behaviours, see [Code of Business Standards](#):

We **care** by always **thinking customer**

We strive to make things ever better through **honest challenge**

We **commit** to **decisive delivery**

## The basics

Job Title:	Group General Counsel
Grade:	RemCo
Post Reports to:	Group Chief Executive Officer
Division:	Legal, Compliance and Governance
Business Unit:	Legal, Compliance and Governance
Budget Responsibility:	<i>Insert £xxx Direct and/or Indirect - leave blank if not applicable</i>
Number of Direct Reports:	5
Location:	Finsbury Dials

## The purpose of the role

The Group General Counsel role is a member of the Group Executive (GE) team reporting into the Group Chief Executive Officer. As a GE member, this role will be accountable for executing on Post Office's strategic plans, by leading their function, functional strategy and its delivery roadmap.

The Group General Counsel will be responsible for overseeing our litigation strategies and delivering on their outputs. The role will also need to lead on legal, compliance and governance (LCG) support to deliver the Purpose, Strategy and Growth outputs, e.g. explore the idea of partnerships.

The role will lead the Legal, Compliance and Governance function and be responsible for ensuring it is a lean and efficient central function. The function will be made up of all LCG teams including the legal, compliance, company secretary and litigation projects teams. These teams will be responsible for:

- Delivering on group litigation claims and outputs, including GLO and Starling
- Investigating the following projects:
  - The road to mutualisation
  - Postmaster membership on the Board
  - Sharing profitability

## Principal accountabilities

- Provides wise counsel on legal issues to the Chairman, the CEO, and Group Executive. As a member of the Group Executive, the role is responsible for partaking in and contributing to strategic business decisions across all aspects of the business.
- Manages the executive decision-making process to ensure that decisions are timely, made on an appropriate evidence base, and reliably and accurately recorded.
- Leads the Legal team which is currently a mixture of in-house and external legal counsel. Responsible for identifying the most efficient and risk appropriate mix of internal resource and external legal spend to ensure costs are controlled and good value for money.
- Leads on any litigation projects to ensure we deliver in-line with our Purpose, Strategy and Growth outputs.
- Ensures delivery of outputs from recent GLO recommendations.
- Ensures lines of defence are maintained throughout the company by delivering a fit-for-purpose Compliance strategy.
- Owns data protection and associated policies to main Post Office's security.
- Owns policy framework at Post Office ensuring adherence to all legislative and regulatory requirements.
- Builds a professional network in order to understand legal issues topical in both private and public sectors. Builds relationships with industry peers in financial and consumer services.
- Drives the transformation of the LCG function to be efficient and effective, reducing cost, clarifying roles, accountabilities, process ownership, introducing technology where appropriate, managing operational KPIs, driving up functional capability and supporting talent development.
- Acts as Company Secretary for Post Office Ltd. and Post Office Insurance (POI).

## Qualifications, experience and skills

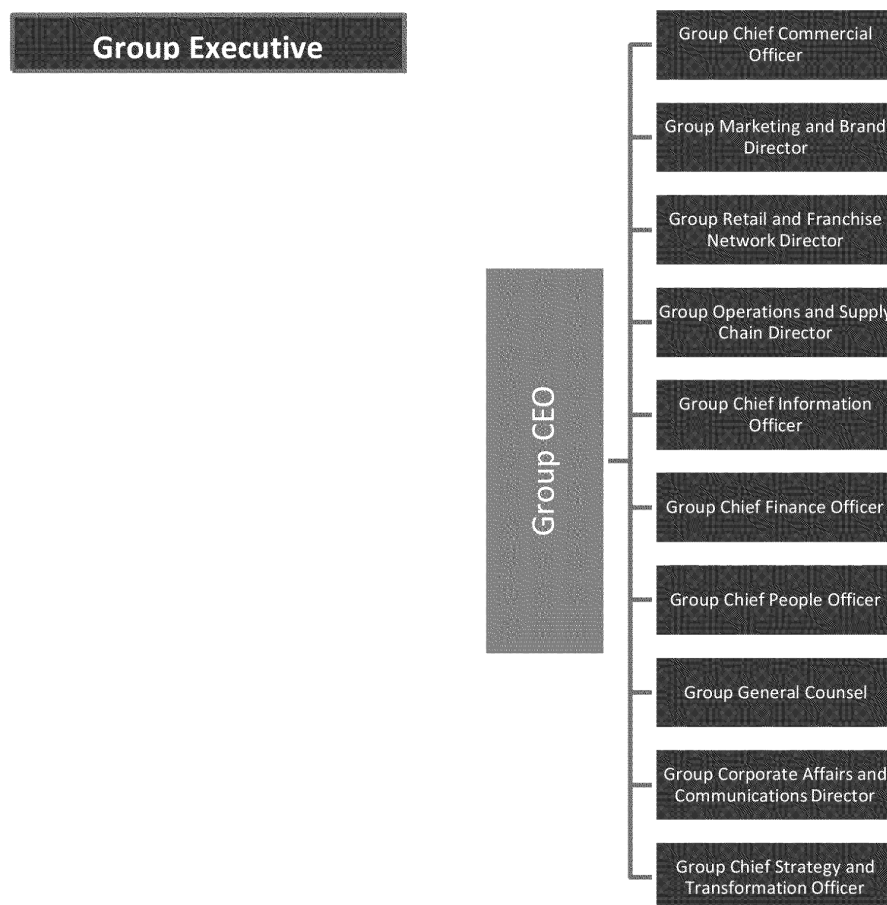
An experienced General Counsel with the following qualifications, experience and skills:

- A qualified lawyer with the ability to practice in the UK.
- Previous experience working in an in-house General Counsel role, within the Financial Services or Retail sectors or within an FSA regulated business.
- Private practice experience gained in a top 50 law firm.
- Substantial consumer finance law and financial services regulatory experience including: the structuring and distribution of new and innovative products for the consumer and business retail markets, financial services e-commerce projects, FS market conduct issues, anti-money laundering and anti-bribery and corruption, regulatory investigations and disciplinary proceedings and litigation.
- Experience of influencing regulatory bodies and government departments.
- Ability to translate complex legal and compliance requirements into practical workable solutions for the business.
- Strong knowledge of compliance ideally gained from managing a compliance function within a large corporate retail banking organisation or the FSA.
- Previous experience of working across complex, rapidly evolving programmes and senior stakeholder management within this environment.
- Previous experience of operating at senior executive level with a demonstrable ability to gain trust and influence at Board and senior leadership level.
- Previous experience of delivering and managing major outsourcing contracts and managing disputes would be advantageous.



- An understanding of or familiarity with working as part of the public sector and previous experience of successful working with the public sector.
- A strong intellectual with analytical and problem solving skills.
- Able to work with uncertainty and change in a fast moving environment.
- Able to gain credibility across an organisation quickly.
- Able to work within a complex environment in which judgement, confidentiality and discretion has to be exercised.
- Excellent leadership skills and ability to work collaboratively as part of a senior team.
- An ability to provide strong leadership behaviours in order to manage teams of specialists.
- Able to think strategically in setting direction and follow through to delivery.
- Able to prioritise own workload and others to deliver against demanding deadlines.
- Self-motivated with drive and determination to deliver results.

## Where does this role fit in with the rest of the team?



## Compliance

This role is designated as a "Responsible Person" role for Money Laundering Purposes. As such, the role holder will be required to demonstrate they have passed HMRC's "Fit and Proper" test. The test is conducted by HMRC by way of an online application and will examine the role holders' honesty and integrity, competence and capability, and financial soundness. Any offer of employment made by Post Office (or Group Company) is subject to the satisfactory completion of that test. Continued employment in the role will be subject to maintaining the appropriate clearance and approvals. For more information on the Fit and Proper test requirements, visit <https://www.gov.uk/guidance/money-laundering-regulations-apply-for-the-fit-and-proper-test>

## IT permissions

Please note that the following section is to be completed by the Line Manager (*deleting any on the list that are not applicable and inserting any not already included*):

### IT permissions

Job Role	GE Member
IT Equipment	GE Member
Applications	Standard Application Build
System Access	Standard System Build
Other System/Application	Surface Pro
Approved by [System Owner]	
Job Title [System Owner]	
Date	