

**PERMANENT OPPORTUNITY  
BUSINESS DEVELOPMENT & CHANGE MANAGER  
Ref No: E385**

A permanent opportunity has arisen for a Business Development & Change Manager based within the FGH Money Business Unit at Vicar Lane.

The purpose of the role is to optimise the credit customer journey change agenda whilst ensuring compliance with legal and regulatory standards and credit risk appetite. This will be achieved by maintaining positive relationships with the Credit Risk team and other FGH business units, particularly within the IT team. The role is required to support the Head of Business Development – Credit & Financial Services by co-ordinating key change management activity within Credit Risk and FGH Money and by supporting relationship and performance management of third party suppliers through the delivery of analytics and change projects as required

**Key skills required are:-**

- ✚ Educated to degree level or suitable experience in a similar role.
- ✚ In depth knowledge of the consumer credit industry and the credit and customer/fraud lifecycle.
- ✚ Strong interpersonal, written and verbal communication skills, and able to effectively communicate with colleagues and external third parties at all levels.
- ✚ Strong team work skills.
- ✚ Marketing experience appropriate to home shopping and/or retail lending.
- ✚ Broad change management experience ideally gained within home shopping, retail lending or consumer credit environments.
- ✚ Experience of analytics and reporting

**If this role is for you, then why not apply?**

All applications to [applications@fgh-uk.com](mailto:applications@fgh-uk.com) with a copy of your CV and covering letter stating by you think you are suitable for this role quoting reference number E385.

**This role may be subject to credit and DBS checks**

**FGH is committed to the fair treatment of customers at all times**

