



PORTFOLIO OF ACHIEVEMENTS

Consumer Duty & Governance Oversight

- Developed and enhanced Consumer Duty governance frameworks aligned to regulatory expectations.
- Built Consumer Duty oversight, challenge, and reporting mechanisms.
- Supported implementation of Consumer Duty controls, governance structures, and monitoring approaches.
- Produced MI and reporting focused on customer outcomes, risk exposure, and remediation activity.

Operational Risk & Remediation

- Managed operational remediation activity across multiple business areas.
- Identified control weaknesses and process gaps through oversight activity.
- Implemented practical operational controls designed to reduce risk exposure.
- Supported operational teams through periods of organisational change.

Consumer Duty, Complaints & Conduct Oversight

- Oversaw complaints governance and customer outcome monitoring activities.
- Supported root cause analysis initiatives and corrective action programmes.
- Improved complaint handling oversight processes and escalation controls.
- Worked closely with operational teams to strengthen conduct awareness.

Leadership & Stakeholder Management

- Led and supported multi-disciplinary teams in regulated environments.
- Built strong working relationships across operational and executive functions.
- Successfully balanced competing priorities and operational pressures.
- Supported and mentored team members within demanding operational environments.

Process Improvement & Transformation

- Delivered governance and process improvement initiatives.
- Developed policies, procedures, and operational documentation.
- Contributed to transformation initiatives across multiple stakeholders.
- Introduced reporting and tracking mechanisms improving accountability.

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