



BIG SOCIETY CAPITAL

Working with us to improve the lives of people in the UK

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Introduction

Thank you for considering Big Society Capital. We have the opportunity to employ an enthusiastic KYC Analyst to help achieve our social impact investment goals by ensuring our investments follow robust regulatory screening processes.

We believe this is a fantastic opportunity for someone who is passionate about our mission to improve lives across the UK and who can bring energy and commitment to the role they will play in delivering that mission.

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.

Who we are

As the UK's leading social impact investor, our role is uniting capital, expertise and ideas to create better lives.

Working with expert partners, we seek to understand people's needs first. Then, using our knowledge and capital, we collaborate and invest with fund managers who also want to create a better, sustainable future.

They, and the social enterprises and charities they invest in, create the impact. Our role is to bring the most relevant experts from our network to the table, generating ideas and connecting capital to where it's most needed.

We want to give more people and communities the chance to have an impact on the issues they care about – from affordable homes, to vulnerable older people and preventing mental ill health. In this way, we create opportunities for investors and enterprises to generate systemic social change, not just for today but for generations to come.

What we do

Our work at Big Society Capital starts with building an understanding of the social issue and the sustainable enterprise solutions that can bring about change. We then design or improve investment routes that can bring together the needs of enterprises and investors. We seed and test new solutions across a wide range of social issues and asset classes and scale up those that work by bringing in more capital alongside us. We believe sustainable solutions can attract the greatest capital and ultimately grow to have the biggest impact on people's lives. You can learn more about our social impact here.

As a wholesale social impact investor, we invest into fund managers who in turn provide capital to enterprises that can bring about social change. So far, in collaboration with other investors, we have committed £2 billion of investment. We also engage with investors, fund managers, charities and social enterprises to make it easier to use social investment. We currently focus on three strategic themes where we believe social investment has a significant role to play in improving people's lives in the UK.

Our themes

Homes

Place

Early action

The challenge:

The UK's housing market crisis is affecting people across the country: there is an inadequate supply of high quality, affordable homes which is leading to rising levels of homelessness, people living in unsuitable accommodation and people unable to access the support they need. This is happening while home ownership is becoming increasingly unaffordable. We believe social investment has great potential to help address these challenges and to contribute to a more inclusive housing market.

There are areas of the UK that have been 'left behind' for many years, and even in relatively prosperous areas, there continues to be high inequality and entrenched poverty. We believe that where a person happens to be born should not affect their life chances or ability to live a happy and fulfilling life. We believe social investment is one tool that can help address these challenges to enable thriving and inclusive places in the long-term.

Vulnerable people across the UK struggle with challenging problems that often are preventable before they escalate. However, many interventions and funding streams are reactive to issues after they have already occurred. We believe social investment has the potential to support interventions that address issues and their causes early on.

Our approach:

Our aim is to test, replicate and scale innovative housing models. We want to attract additional capital to these models to deliver more secure and affordable homes for those in need, including for the most vulnerable people in society. We also work to build a housing investment system around impact, investing in funds which demonstrate the ability to access capital at scale and exemplify best in class impact standards, and developing impact standards and frameworks to shape the market development.

Our aim is to work with partners at both the local and national level - who bring a range of tools, skills, experiences and resources - so that places can flourish. We believe social investment has a role to play but recognise that creating long-term change will be complex and that we need to take a learning approach to our work.

Our aim is to develop and scale innovative ways to prevent social problems, with a focus on improving the lives of vulnerable children and elderly people. We will do this by focusing on improving outcomes for: children transitioning from the care system, children at risk of obesity, vulnerable elderly people and adults and children at risk of suffering from mental ill health.

Social impact:

Golden Lane Housing and Thera Trust provide specialist accommodation for people with learning disabilities. Having raised £17 million through charity bonds, tenants are able to live more independently in stable and suitable accommodation, with 98% of Golden Lane residents reporting that they feel safe and 95% happy with their home's size and layout.

Local people in Burley Gate created a Community Benefit Society to retain the Post Office and Village Shop that was under threat of closure, raising £57,000 using Social Investment Tax Relief. As the only shop and post office on a 15-mile road, it is a valuable asset to local residents. The new larger store offers a wide range of groceries to meet local needs and promotes local products.

The Reconnections social impact bond aims to tackle loneliness for 3,000 older people in Worcestershire and received investment from Nesta Impact Investments and the Care and Wellbeing Fund. Age UK Herefordshire and Worcestershire deliver support to help older people overcome social barriers and engage with activities to address isolation. So far, 1,244 people have been referred to the programme and there have been significant reductions in loneliness.

Our team

Our staff and Board bring together diverse experiences from the social, finance, government and business sectors to deliver our work to improve the lives of people in the UK through social investment. A full list and profiles of our staff and Board are available [here](#).

CHAIR

SIR HARVEY MCGRATH

Harvey has been our Chair since 2014. He has a long and distinguished career in the international financial services industry, including chairing both Prudential plc and Man Group plc. He is also Chair of West London Zone, Heart of the City and Funding London, and a trustee of NPC.



EXECUTIVE TEAM:

ANNA SHIEL

HEAD OF ORIGATION

Anna joined us in 2012 and is responsible for our Place and Homes focus areas, and our overall origination approach. She was previously a Director in Merrill Lynch's Financial Institutions Group. She is a Board member of Charity Bank.

CHRISTINE CHANG

DEPUTY CHIEF INVESTMENT OFFICER

Christine joined us in 2012 and is responsible for the delivery of our investment process. She has international finance experience including at Enclude and Goldman Sachs, and was recently on secondment to run Esmée Fairbairn Foundation's social investments. She is a Trustee of the Thera Trust.

DAVID BURNDRED

CHIEF FINANCIAL OFFICER

David joined us in 2017 and is responsible for our finance, legal, compliance and operations teams. He has held a number of senior leadership roles, most recently as CFO at Lewis Silkin LLP, and nine years at CDC Group as an Investment Manager. He is a Trustee of a community sports organisation.

JAMES WESTHEAD

HEAD OF ENGAGEMENT

James joined us in 2019 and is responsible for our engagement with investors, and charities and social enterprises. He was previously Executive Director of External Relations at Teach First and prior to that, an Education & Social Policy Correspondent at the BBC. He is Chairman of literacy charity, The Hackney Pirates.

JEREMY ROGERS

CHIEF INVESTMENT OFFICER

Jeremy joined us in 2013 and is responsible for investing and managing our portfolio. He has twenty years of experience across the financial and social sectors including as a Managing Director at JP Morgan, Big Issue Invest and Ashoka. He is a Senior Advisor to the Rockefeller Foundation.

STEPHEN MUERS

INTERIM CEO

Stephen joined us in 2016 and is our current interim CEO. Prior to that he was Head of Strategy and Market Development, responsible for our Early Action focus area, strategy and relationship with government. He was previously Director, Criminal Justice Policy at the Ministry of Justice, and has held senior roles across many government departments. He is a Trustee of the Friends Provident Foundation.

Working here

Purpose

As a member of the team, you have an opportunity to shape our work and the impact we can have to improve people's lives across the UK through social investment.

Benefits

We provide a salary and benefit package that is very competitive within the UK social and public sector (please see page 7).

Values

Our organisational culture shapes all our work. Our values articulate the culture we seek to create and encapsulate a number of behaviours and attitudes we feel are necessary to live up to our purpose.

Purposeful: We are passionate and energetic in our work to bring about our long-term vision of a thriving social investment market that enables positive social impact.

Pioneering Spirit: We give our team the autonomy and flexibility to be entrepreneurial and creative. We have the courage to push boundaries and a restless drive for change.



Openness: We listen, learn, experiment and collaborate. And we are adaptive and flexible in responding to what we learn.

Rigorous: We take a rigorous approach in all we do. We expect the highest standards and continually strive for excellence.

Respectful: We are genuine in both our approach and aspiration. We value each member of our team and our partners for what they bring.

Benefits and perks

Health and wellbeing

- Pension of up to 11% employer contribution, provided by Scottish Widows.
- Private Healthcare provided by AXA and Health Shield.
- 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.
- Group life cover and income protection provided by Canada Life.
- Reasonable cost of an annual eye test reimbursed.
- Open to flexible working options.
- Enhanced maternity, paternity, adoption or shared parental leave.

Community

- Regular company-wide socials and events; potluck lunches; family sports day and team breakfasts.
- Colleague-led social groups celebrating diversity and covering a wide range of interests, from running to book clubs to TED Talks!

Learning and development

- Three-day induction for anyone new to the social impact investment sector.
- Open learning culture with opportunities for formal and informal training – you will be given the support and autonomy needed to tailor your own development journey, taking into account your long-term ambitions and short to medium term needs within the role in a way that is engaging and stretching.
- An open library with a wide range of fiction and non-fiction books for you to borrow (and add to!).

Holidays

- 25 days plus bank holidays.
- Additional closure days.
- Holidays increase with length of service.

Make an impact

- The opportunity to contribute to improving people's lives across the UK through social investment with regular opportunities to hear from frontline charities and social enterprises.
- Encouragement and support in becoming a social sector trustee.
- Three days' paid volunteering allowance.

Travel

- Central London office, easily accessible to a number of public transport links.
- Cycle-to-work scheme.
- Season ticket loan.



KYC Analyst

Location:	London, EC4A (currently remote working)
Accountable to:	Senior Legal Advisor
Contract type:	Full-time, permanent (open to flexible working or job-share options)
Salary:	£34,000 - £39,000 (depending on experience)

Overall Purpose of the Role:

This role sits within our Investment Group but alongside our legal and compliance team with a focus on quality and effective compliance, ensuring our investments go through the regulatory screening process as part of new deal onboarding and refresh cycles.

The role is an excellent opportunity for an experienced Customer Due Diligence (CDD)/Know your Customer (KYC) analyst who wants to use their skills to support Big Society Capital to achieve its mission to improve people's lives in the UK.

The Compliance and Investment Administrator will have experience in CDD/KYC, preferably within a financial and/or professional services sectors or another regulated environment.

This will be a dynamic role working across Big Society Capital and with social investors . Key responsibilities will include:

- Manage the CDD/KYC process for all new and portfolio investments in line with Big Society Capital's regulatory requirements and Anti Money Laundering guidelines;
- Lead the collation, validation and compliance risk assessment for all investments which will involve proactively liaising with social investors, managing potentially sensitive client information, and using external sources such as Companies House and SmartSearch;
- Monitor and maintain CDD/KYC analysis and documentation for Big Society Capital's portfolio investments including Politically Exposed Persons (PEP) screening, conducting refreshes periodically;
- Support continuous improvement of the CDD/KYC processes and awareness raising in the organisation.

We are a lean and nimble organisation, and the appointed Compliance and Investment Administrator is encouraged to "own" the role and work closely with colleagues to shape our team and approach.

Person Profile

Essential experience

- Experience of regulatory compliance administration, particularly carrying out CDD/KYC processes including onboarding and periodic review of client documentation and AML, Sanctions & PEP screening;
- Experience in administrative support roles with a compliance element
- Experience of working in a varied role and managing a diverse workload, that at times has conflicting priorities, to ensure deadlines are met;
- Experience of working effectively as part of a team, and building and maintaining positive relationships with internal and external stakeholders;
- Good IT skills with some experience using Microsoft programmes (Word, Excel and PowerPoint);

- Some experience of managing data and filing using a CRM system and physical document filing;
- Experience of working in a regulated environment.

Desirable experience

- Experience working in financial services and/or professional services sectors;
- An interest in social investment and/or the not for profit or public sectors.

Skills, abilities and attributes

- A quick learner with a hunger to grow and develop;
- Excellent attention to detail, time management and organisational skills;
- Proactive and creative in your approach to work;
- Able to prioritise effectively and take ownership of tasks;
- Logical and thoughtful when dealing with change;
- Someone who thrives in a varied role;
- A confident and effective communicator;
- Flexible and willing to take on additional tasks to support the team;
- Someone who works with integrity and discretion.

Professional Development

At Big Society Capital, we want to foster a learning culture, where everyone has the opportunity to grow and develop new skills. As part of this role, we will develop together with you a development plan initially and annually thereafter comprised of in-role projects, and formal and informal learning opportunities. We are committed to giving Big Society Capital colleagues the support and autonomy needed to tailor their own development journeys that take into account their long-term ambitions and short to medium term needs within the role in a way that is engaging and stretching.

While every development journey looks different and needs to be personalised, below outlines some of the common training:

- Big Society Capital induction training course covering key topics relating to social investment and the broader sector;
- Weekly How We Invest training sessions covering key topics across the investment process and key investment knowledge;
- Statutory compliance training with our regulatory consultancy partner, CCL;

- In-depth induction to Big Society Capital's compliance policies and processes from senior colleagues, and external training including on SmartSearch and an introductory CDD workshop with CCL.

Salary and terms of employment

- All applicants must have an existing Right to Work in the UK
- Salary of £34,000 - £39,000 (depending on experience)
- Location: Chancery Lane (most Big Society Capital staff are currently working from home)
- Big Society Capital is committed to being a diverse organisation that is truly representative of the communities we serve. We are an equal opportunities employer with an inclusive environment where all employees can contribute to their fullest potential

Applications

- Big Society Capital is being assisted by our recruitment partner, Danos
- For more information and to apply please get in touch with Katherine Lord: klord@danosconsulting.com



- Most Big Society Capital staff 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.

New Fetter Place, 8-10 New Fetter Lane, London EC4A 1AZ
 T 020 7186 2500 E enquiries@bigsocietycapital.com W bigsocietycapital.com

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 Registered office: New Fetter Place, 8-10 New Fetter Lane, London EC4A 1AZ.