



CHAMBERLAIN
Career Management

EXAMPLE MANDATES AND PLACEMENTS



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PROPERTY FINANCE: MAKING THE RIGHT CONNECTIONS

A small, regionally headquartered retail and commercial bank needed our help finding real estate bankers nationwide across a wide range of disciplines.

Requirement: This client was looking for good technical, well-connected savvy bankers across multi-levels and multi-specialisms. Some roles were remote, some office based.

Solution: We worked simultaneously with six hiring managers to find talented individuals for transaction and execution, credit, relationship and business development manager roles focusing on property investment and development finance.

Outcomes: Because we know more than most about the nuances in this sector (over 50% of placements are property finance-related) we already knew half of the successful applicants; the other half were headhunted.

Roles filled:

Job title	Region	Multiples
Business Development Manager – Real Estate Finance	East Anglia, South West	x 2
Business Development Manager – Development Finance	South	
Credit Manager – Real Estate Finance	East Midlands	
Senior Due Diligence Specialist	London, Devon	x 2
Relationship Manager – Real Estate Finance	Wales	
Assistant Relationship Manager – Real Estate Finance	Wales	
Portfolio Manager – Real Estate Finance	Wales	





FINDING SPECIALISTS FOR A NEW PLAYER IN PROPERTY FINANCE

When an established retail bank expanded into commercial lending, they sought our help finding highly qualified candidates.

Requirement: To fill multiple roles, UK-wide, ranging from support staff to regional leaders for this new business venture.

Solution: We started with a small specialist team operating from London. Regional hires were next: finding high performers to drive business – the premise was to attract highly qualified real estate financiers who could build their own portfolios.

Outcomes: With an established real estate business and the bank expanding further, we then placed:

- Two new leaders to manage London and the southern region
- Relationship directors and support staff for the Thames Valley and Midlands teams
- A specialist development finance team, headquartered regionally, includes relationship directors and support staff.

Our in-depth understanding of the whole market gives us an advantage in finding the right candidates for the right lenders.

Roles filled:

Job title	Region	Multiples
Head of Credit Risk - Real Estate Finance	London	
Head of Real Estate Finance - London	London	
Relationship Director - Real Estate Finance	London, Thames Valley	x 4
Relationship Director - Development Finance	Thames Valley, Wales	x 2
Assistant Relationship Manager - Real Estate Finance	London	
Assistant Relationship Manager - Development Finance	Thames Valley	x 2
Regional Head of Origination - Real Estate Finance	Thames Valley	
Block Discounting Sales	West Midlands	
Senior Financial Crime Risk Manager	West Midlands	x 2



BUILDING TEAMS FOR THE UK ARM OF A EUROPEAN BANK

An established European bank was rebuilding its presence in the UK, which had diminished following the financial crash. Over five years, we helped build teams from north to south, east to west, creating a new structure in which the bank could operate.

Requirement: First, the focus was placing quality candidates to re-establish a presence in the north-west of England. Next, to find three regional managing directors for commercial banking to cover the north, the Midlands, London, and the south.

Solution: We searched and attracted three highly qualified candidates from major banks willing to join a less well-known bank to run these new operations in new markets. Then we worked closely with those leaders placing centre heads and business development-focused relationship bankers across several specialisms, based in towns and cities throughout the UK: from Leeds to Brighton, Cardiff to London.

Outcomes: We achieved great results – we know because looking back over the five years, more than 90% of the employees placed remain with the bank.

Roles filled:

Job title	Region	Multiples
Area Director - Commercial Banking	East Midlands, North East, North West, Wales	x 4
Associate Director - Corporate Banking	London, North West	x 4
Director - Acquisition Finance	London	x 2
UK Head of Mezzanine Finance	London	
Regional Director – Commercial Banking	London, North West, West Midlands	x 3
Relationship Director – Healthcare	London	
Director - Corporate Banking	North West	
Relationship Manager – Professional Practices	London	
Senior Relationship Manager - Commercial Banking	North West	
Relationship Manager - Commercial Banking	North West, South East	x 2
Assistant Relationship Manager - Commercial Banking	South East	
Business Development Manager - Healthcare	West Midlands	
Associate Director - Acquisition Finance	West Midlands	
Regional Head of Healthcare	London	



DIVERSITY IS KEY FOR THIS CHALLENGER BANK

This pre-licensed challenger bank had applied to operate a digital banking platform and a network of local bankers aimed at small businesses and consumers and needed our help recruiting its top team.

Requirement: Our brief was to fill four key senior positions: one 'C suite' and three 'Heads of' pre-launch.

Solution: Getting to know the business intimately: the people, the concept, the journey, and the developing culture and values gave us insight and was instrumental in convincing highly experienced but risk-averse bankers to join a start-up bank pre-licensed.

Outcomes: We filled all four roles with exceptional candidates. Our knowledge and experience in this space meant we could sell the journey, give a consistent message, and offer a compelling proposition.

This success immediately led to placing relationship managers across the country. And because the bank trusted us to help build their senior team, we've provided continuity ever since.

And one final point: this bank actively sought a diverse workforce, reflected in our candidate shortlists. So far, 36% of our placements are female.

We're proud of our contribution to its growth – and this year, they are featured in Beauhurst's top 50 FinTech companies (ranked by equity received to date)

Roles filled:

Job title	Region	Multiples
Chief Commercial Officer	London	
Chief Risk Officer	London	
Head of Operational Risk	London	
Head of Deposits	London	
UK Head of Client Relationship Management	London	
Business Development Manager - Asset Finance	Central, North West	x 2
Business Development Manager - Real Estate Finance	London, West Midlands, North West	x 3
Business Development Manager - Care Homes	North West	
Central RM - Real Estate Finance	West Midlands	



RISE OF THE CHALLENGERS

This start-up challenger bank's mission was to help small and medium-sized businesses invest and grow, filling a gap for fast and simple funding to borrowers sometimes unable to meet the rigid criteria of mainstream banks.

Requirement: We were engaged in convincing highly qualified bankers to join a start-up in an emerging market. What's more, the offices were based outside of a major city, and the banking licence was not yet approved. This start-up was seeking:

- a commercial director responsible for sales, marketing, and product management
- a head of savings and marketing
- two business development managers.

Solution: We quickly grasped the needs of the business and, using our network and geographical reach, found those perfect candidates. And because we cover a wide range of disciplines, we filled all roles.

Outcomes: Although we weren't the only agency looking for these four crucial hires, we were the only recruiter to attract and place them.

As this challenger bank grew, so did our remit: placing people throughout the UK across a number of disciplines, including credit and product management.

Roles filled:

Job title	Region	Multiples
Project Manager	Central	
Credit Underwriter - Real Estate Finance	Central	
Credit Operations Officer	Central	
Product Manager - Lending	Central	
Chief Commercial Officer	Central	
Director of Marketing	Central	
Director of Products & Strategy	Central	
Risk & Compliance Officer	Central	
Business Development Officer - Real Estate Finance	Central, North West	x 2
Business Development Manager - Real Estate Finance	London, North West, South, South East, South West, West Midlands	x 9



FINDING LEADERS FOR A NEW PROPERTY FINANCE START-UP

When this new alternative lending company needed directors for credit risk and business development, they turned to us to find the right people for two senior roles.

Requirement: This start-up had big ideas but finding specialists in residential property development finance at a senior level was challenging given it was a niche market and the company was based in a remote location.

The credit risk role needed specialists with big bank experience but who'd also worked in smaller banks or alternative lenders – they needed the right cultural fit and personality to thrive in this new business.

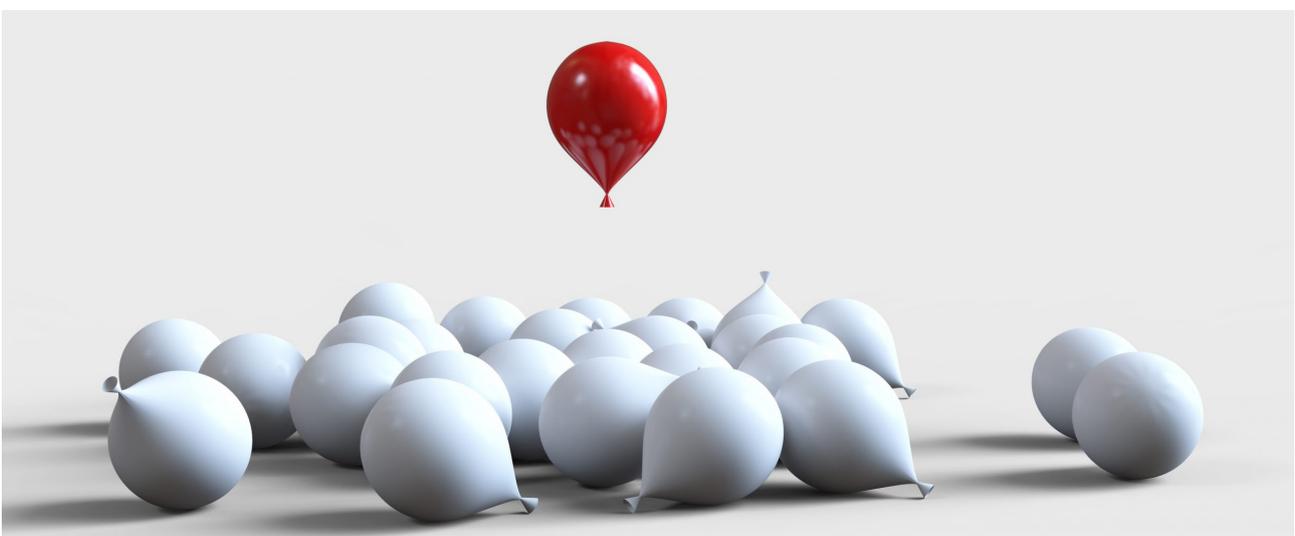
For the business development role, someone with an entrepreneurial flair and a risk taker, ruled out big bank candidates.

Solution: A shortlist for each role was sent to the client. Both roles had one candidate who didn't fit the brief exactly, but we were confident they would fit the roles perfectly. The client agreed.

Outcomes: We pride ourselves on candidate experience, and this helped convince the business developer who'd had an offer from a more established company to join this start-up. We secured both candidates.

Roles filled:

Job title	Region
COO & Head of Credit Risk	East Midlands
Head of Business Development	East Midlands





BUILDING A RISK FUNCTION FROM SCRATCH

With aggressive expansion plans, this global working capital provider needed expert help in building a risk function based outside a major city.

Requirement: Offering a transparent and honest view of market conditions, we worked with the hiring managers to attract the very best candidates.

Solution: Teams were built across various risk disciplines, including credit risk, financial crime, quality assurance, compliance, operational and enterprise risk. Roles ranged from senior associates to MDs/global heads, and with a rich diversity of talent, the client said: it was brilliant for business.

Outcomes: With over 13 languages spoken and experience working for banks across the world, these risk specialists added a new layer of knowledge to this growing global business.

We delivered for this growing business for over three years with a constant mandate to build high-performing teams.

Roles filled:

Job title	Region	Multiples
Director - Product Management	London, North West	x 3
Head of Compliance	London	
Head of Compliance & MLRO (ME, India & Africa)	Scotland	
Senior Credit Analyst - Working Capital	London, North West	x 9
Director - Senior Risk Officer	North West	
MD – Head of Operational Risk, Compliance & MLRO	North West	
Director - Middle Office	North West	
Director - Head of AML	North West	
Financial Crime Analyst	North West	x 10
Operational Risk Manager	North West	x 4
Business Analyst	North West	
Managing Director - Chief Credit Officer	North West	
Middle Office Analyst	North West	
Head of Product Risk	North West	
Credit Analyst - Working Capital	North West	x 2
Credit Operations Manager – Working Capital	North West	

BUILDING A RISK FUNCTION FROM SCRATCH

continued

Middle Office Analyst	North West	
Head of Operations – EMEA & US	North West	
Risk Automation Manager	North West	x 2
Risk Automation Analyst	North West	
Risk Controls Analyst	North West	x 2
Insurance Analyst	North West	x 2
AML System Manager	North West	
Head of Enterprise Risk	North West	
Compliance Officer	North West	
MI Analyst	North West	





A STORY OF GROWTH AND DIVERSIFICATION

When an established specialist London-centric bank expanded into different markets across the UK, they needed an expert recruiter to help build teams in six major cities across the UK.

Requirement: To attract experienced, top-performing (and affordable) big bank professionals to work for a little-known brand in new competing markets.

Solution:

- We built a small front-line commercial banking team in London, moving away from property finance (a core lending product at the time)
- Recruited property bankers, including leaders, to set up new regional offices
- Supported the bank in its expansion plans for London and Midlands property teams
- Worked with product management to attract talented PMs focusing on savings, current accounts, and SME lending productions

Outcomes: Placed roughly 20% of talent ranging from assistant relationship managers to regional leaders. The bank's successful growth led to it being sold and trades under new management and brand name; however, we've continued to deliver high-quality candidates.

Roles filled:

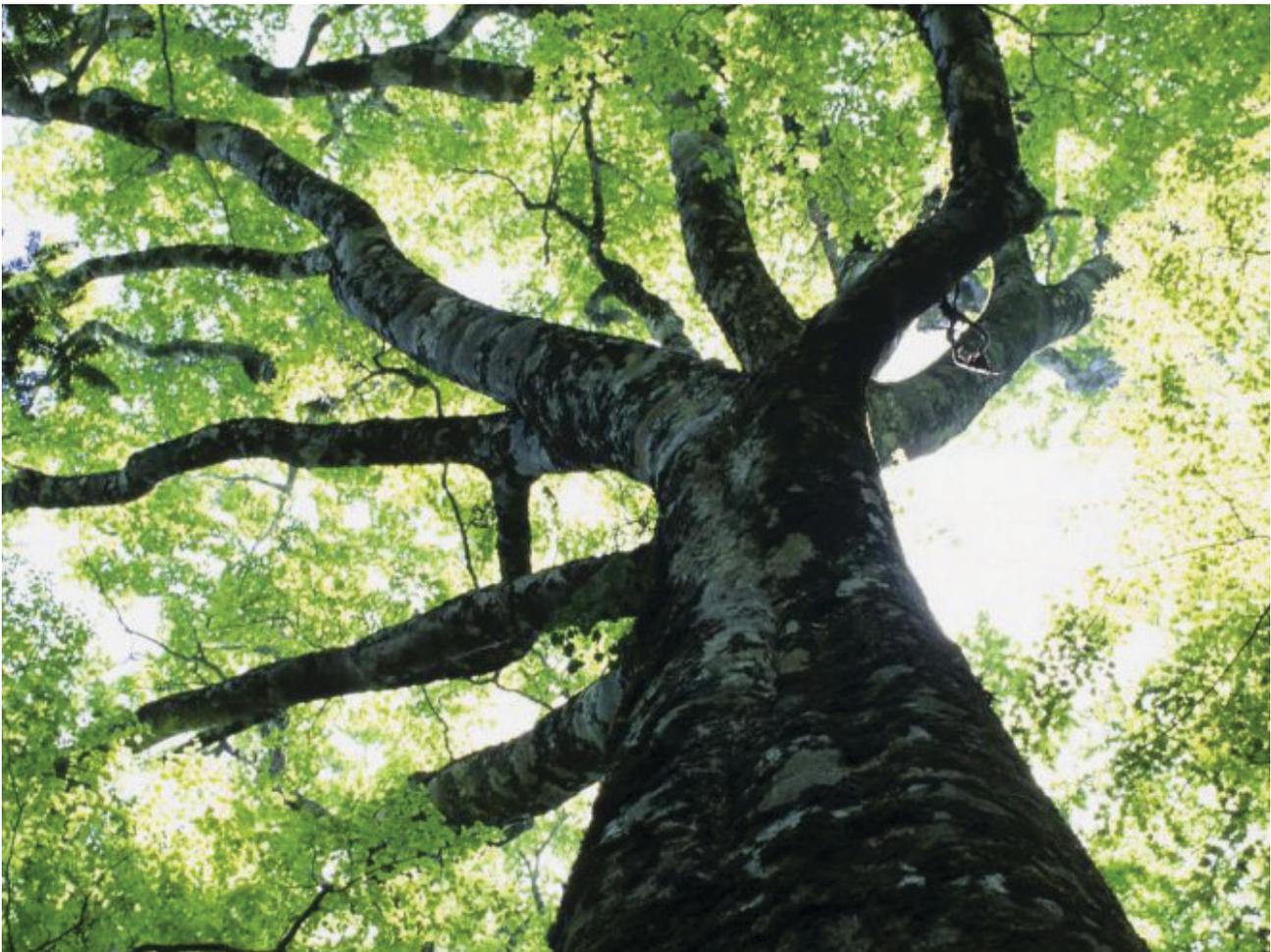
Job title	Region	Multiples
Relationship Director – Commercial Banking	London, North West, Midlands, Scotland	x 9
Relationship Director – Real Estate Finance	London, North West, Midlands, South West, Scotland, South	x 23
Recoveries Manager	London	
Regional Director – Real Estate Finance	North West, London, Midlands	x 3
Senior / Savings Product Manager	London	x 3
Senior Product Manager – Lending	London	
Assistant Relationship Manager – Real Estate Finance	Scotland, London	x 4
Associate Director – Real Estate Finance	North West	x 2
Associate Director – Commercial Banking	Scotland, London	x 3
Associate Director – Business Banking	London	
Chief Credit Officer	London	
Head of Business & Commercial Banking	London	



A STORY OF GROWTH AND DIVERSIFICATION

continued

Relationship Director – Development Finance	London, Scotland	x 3
Director – Senior Credit Underwriter	London	
Associate Director – Development Finance	London	x 3
Head of Business Deposits	London	
Senior Underwriter	London	
Relationship Director – Private Banking	London	
Head of Business Banking	London	





RECRUITING FOR A FINTECH: P2P LENDER

When this FinTech expanded into business lending throughout the UK (previously focused on retail in London), they sought our expert help.

Requirement: The challenger needed super-skilled professionals to achieve business lending origination goals of c£20m per month. Located from home offices across the country, the focus was on experienced bankers with a solid professional and introducer network who could work independently and achieve the company's goals.

Solution: As it's an area we excel in, with over 50% of our business covering relationship management and business development roles, we quickly grasped the needs of the company and used our network and geographical reach to find the perfect candidates.

Outcomes: Recruited:

- A national head with big bank experience responsible for recruiting and managing the UK-wide team of business developers and London-based team of credit-focused relationship managers.
- Traditional credit savvy commercial bankers, with strong business development in their blood, in locations covering the northwest, northeast, south coast, London and Yorkshire.
- A London-based credit relationship manager team deals with smaller ticket deals that came directly into the business through alternative channels (not BDM).

Roles filled:

Job title	Region	Multiples
Relationship Manager - Business Finance	East Anglia, North East, North West, South	x 4
Credit Relationship Manager - Business Finance	London	x 3
Business Development Manager - Development Finance	North West	
UK Head of Business Finance	East Midlands	





WORK HARD, PEDAL FAST: RECRUITING FOR A P2P LENDER

Finding frontline relationship directors for a young P2P lender in a niche market, countrywide.

Requirement: To recruit traditionally trained, technically strong commercial bankers with in-depth knowledge of property development finance who could win new business for an unknown brand.

Solution: We identified and approached highly qualified individuals who we were certain could perform in a fast-paced sector where work hard, pedal fast is key to winning new business from property developers and investors.

Outcomes: Led the negotiations to secure that talent – feedback suggests we're #1 in finding frontline relationship directors because we've placed some of the company's best performers. And we've found specialists in other areas of the business too.

It might seem impossible to find candidates with the energy, enthusiasm and hunger for success against the experience and gravitas of a commercial banker who'd prefer the security of a portfolio of customers from day one. But we found multiple candidates.

Roles filled:

Job title	Region	Multiples
Relationship Director - Real Estate Finance	London, East Anglia, West Midlands, South, South East, South West, North East, Wales	x 12
Assistant Relationship Director - Real Estate Finance	North West	
Head of Risk	North West	
Technical Programme Manager & Agile Coach	North West	
Recoveries Manager - Real Estate Finance	North West	
National Commercial Director - Real Estate Finance	Wales	
Senior Relationship Manager - Real Estate Finance	West Midlands	



RECRUITING LEADERS FOR A PRE-LICENCED BANK

A pre-licenced bank was looking to recruit a strong leadership team to drive the business forward – it was exciting being involved from its inception, responsible for recruiting the first C-level hires.

Requirement: To recruit three senior bankers, experts in a niche area of commercial banking and ideally employed in national level roles for large UK clearing banks. Also, candidates had to be entrepreneurial to thrive in this fast-paced, hands-on environment.

Solution: Chris Notley, MD at Chamberlain, reached out to his network and beyond, attracting candidates for:

- Chief commercial officer
- Head of operations
- Chief risk officer

And received a lot of interest.

Outcomes: The three candidates placed were all known personally to Chris. A great outcome in securing C-level experts across different disciplines from three of the largest UK banks.

The message to the market and stakeholders was loud and clear: this newcomer had recruited a leadership team with the combined expertise and gravitas to drive the business forward.

Roles filled:

Job title	Region
Chief Risk Officer	London
Chief Commercial Officer	London
UK Head of Operations	London





HOW TO BUILD A CREDIT TEAM FOR A PROPERTY FINANCE LENDER

This peer-to-peer (P2P) lender focused exclusively on lending money to property developers across the UK – it was highly specialised and niche. So, they needed a recruiter who understood the market intimately (we’ve been operating in this sector for 15 years).

Requirement: This lender wanted to refresh and rebuild a London-centric credit team – they were looking for a head of credit to replace an interim, a senior credit manager, and a credit operations manager.

Solution: Although established, the property development finance market is relatively small – the challenge was finding highly qualified credit experts willing to move to an unknown lender. We used every available resource and wide-ranging experience to secure candidates who were precisely the right fit.

Outcomes: The head of credit couldn’t have been more perfect: he came from a well-known bank and had a solid pedigree – a surveyor by trade who’d moved into banking, so a real development finance expert. We filled the two remaining roles with credit experts again from well-known banks, excited to join a relative newcomer in London’s West End.

This success led to filling an originator role based in Manchester. We found a good match: a candidate with a solid introducer network and strong credit skills in this specialist area.

Roles filled:

Job title	Region
Head of Credit	London
Senior Credit Manager	London
Credit Operations Manager	London
Originator	Manchester





GLOBAL BANK'S EXPANSION INTO REAL ESTATE FINANCE

Our client is an overseas-headquartered global bank with a very small but historic UK presence. The focus was on building a small London team to professionalise and grow the bank's debt book through real estate finance (REF).

Requirement: To find four crucial hires:

- UK head of business development responsible for sales, marketing, and product management
- A business developer with a strong real estate finance background and an appropriate broker network for the bank's customer base
- A senior credit underwriter experienced in real estate finance in UK commercial banking
- UK head of operations and services working with the parent bank in south Asia to improve and centralise processes.

Solution: Because the bank is headquartered in south Asia and its customer base is primarily from this diaspora, our focus was on getting an exact cultural fit. But the REF talent pool was smaller than anticipated, so we extended our search to all banks and lenders with a REF specialism. Our shortlists only included culturally aware candidates who would adapt to any differences.

Outcomes: All four hires had established careers in REF within the UK commercial banking space and had worked across major UK banks, south Asian banks, and smaller institutions. It's always challenging attracting senior people from operations, sales, and credit to move to an unknown lender. But we ask the right questions, know where to look and succeed where others fail – we didn't get exclusivity, but we did fill all four roles.

Roles filled:

Job title	Region
UK Head of Business Development	London
Business Developer	London
Senior Credit Underwriter	London
UK Head of Operations and Services	London





FINDING REAL ESTATE FINANCE DIRECTORS FOR A SHARIA-COMPLIANT BANK

A small, London-headquartered Sharia-compliant bank needed our expertise in finding three real estate finance specialists to complete their team.

Requirement: Focusing on residential and commercial property investment and development lending, they needed three highly qualified relationship directors: two to take over small existing portfolios with a strong remit to win new business, and the third with additional experience in restructuring.

Solution: Rather than limiting choice by narrowing our search to Sharia-compliant lenders only, our search extended to all banks and lenders specialising in real estate finance and ex-employees of those businesses. We were looking for highly skilled candidates willing to learn the intricacies of Sharia-compliant lending and adapt to cultural differences.

With exclusivity, we worked closely with the head of real estate finance to get the depth of information needed to formulate a compelling proposition. Then, we used all sources: our network, advertising, headhunting, and referrals to attract the best.

Outcomes: We secured three highly qualified bankers, and even though none had experience in Sharia-compliant lending, they were willing to learn and ticked all the other boxes. Two candidates came from our network, and the third responded to an advert, proving that a robust search will always get the best results.

Between them, the three candidates had achieved success at various banks and lenders of different sizes and types, so they brought a wealth of experience, new ideas and something slightly different to this small successful growing bank. Another benefit: a rich diversity of talent is at the heart of building better teams and gaining a competitive edge.

Roles filled:

Job title	Region	Multiples
Relationship Directors	London	x 3





RECRUITING FOR A NON-BANK LENDER

Our client is an independent debt and equity provider to SMEs throughout the UK. A true purpose drives it: to help the economy and growth of small and medium-sized businesses.

Requirement: This not-for-profit lender engaged us to fill seven crucial roles across the UK: two regional directors, four fund managers, and a risk assurance expert.

Solution: Because we've worked with this lender for almost two years, we understand their business model, people, purpose, and culture – our insider perspective eliminates any doubt about what a successful person looks like in that business, making our searches more targeted and effective. And with exclusivity, we had time to use all sources to find exceptional candidates with a great cultural fit.

Outcomes: We filled all seven roles with highly qualified bankers who'd successfully operated in a big bank environment and were looking for a change – three came from our network, two from headhunting, and two from advertising. No longer driven by overly demanding targets in a highly stressed environment, they now work in a more relaxed setting for a business united in purpose: to help the economy and British SMEs thrive.

Roles filled:

Job title	Region	Multiples
Regional Directors	Yorkshire, East of England	2
Fund Managers	London, East of England	4
Business Risk Assurance Manager	Surrey	





BLENDING REAL ESTATE FINANCE AND COMMERCIAL BANKING

When a 150+-year-old private banking and wealth management business diversified into commercial banking, they engaged Chamberlain to find a blend of real estate finance (REF) and commercial bankers UK-wide.

Requirement: This private bank was looking for well-connected savvy bankers across multi-levels and multi-specialisms, UK-wide, to support rapid growth and diversification plans. We weren't the only recruiter attracting experts for this new commercial business, but we did fill eleven roles in two locations (London and Manchester).

Solution: Our first success was placing the REF Director for the London team. Next, we worked closely with the brand-new Manchester team, who'd appointed a head of that new division – we placed three senior commercial bankers to get the team up and running. The other roles followed, with the latest candidate placed in late December 2022.

Outcomes: We love playing a part in supporting a company's growth, and the combination of disciplines, multi-level, multi-specialism, and geographical reach allows us to do just that.

Roles filled:

Job title	Region	Multiples
Director, Real Estate Finance (REF)	London	
Senior Commercial Bankers	Manchester, London	4
Senior Commercial Banker (REF)	London	
Portfolio Control Manager	London	
Assistant Relationship Manager	London	2
Product & Proposition Manager	London	
Credit & Portfolio Manager	Manchester	





OUR VALUES COUNTED FOR THIS ETHICAL BANK

Our relationship with this small ethical bank started three years ago when they were looking for a savings manager in the southeast of England. An ex-candidate approached us – they'd been impressed with Chamberlain's way of working and engaged us to find high-quality candidates for their ethical brand.

Requirement: The savings manager role was difficult to fill – the location was remote, the bank was small, and candidates needed to connect with the bank's purpose: supporting charitable activities and helping people to save and do good.

Solution: With a skill in securing candidates in atypical locations, we used all sources: from our network to headhunting, and referrals to advertising, to find a savings manager. We found a banker in a similar role for a similar-sized company 10 minutes away from the office. It couldn't have been a better fit.

Outcomes: This first success led to working with the HR team for five more vacancies across a range of disciplines. We placed candidates working in the large UK clearing banks, bar one who worked for a smaller bank.

It's a great compliment to be the bank's preferred recruiter based on our values and working methods.

Roles filled:

Job title	Region
Savings Manager	Southeast England
Loans Admin Officer	Southeast England
Lending Manager	Southeast England
Credit Manager	Southeast England
Regional Manager	Southeast England





HEAVY-WEIGHT BANKERS FOR THIS NON-BANK

A business referral led to us supplying heavy-weight bankers for this non-bank supply chain finance company based in London.

Requirement: This small business had big ambitions – the Chief Executive Officer (CEO) was looking for high-calibre individuals who could help grow the business. With exclusivity, we were engaged to fill three key roles: COO, Head of Credit, and Credit Analyst.

Solution: We did a pretty good job securing exceptional talent. Our negotiations successfully led to placing the COO and Head of Credit from our network, and the Credit Analyst was a headhunt. All three came from big bank backgrounds, with the COO and Head of Credit holding far larger roles in far larger organisations than this business.

Outcomes: We've built a good trusting relationship with this client and are currently engaged in finding new talent for the business.

Roles filled:

Job title	Region
Chief Operating Officer (COO)	London
Head of Credit	London
Credit Analyst	London





FINDING PAYMENTS EXPERTS FOR A FINTECH

Our client is a FinTech within an established financial services company who was having difficulty recruiting a credit underwriter for their payments business in the thick of Covid.

Requirement: This was a particularly hard-to-fill role – their internal resourcing team and specialist recruiters in the payments space had not produced quality candidates. However, with our understanding of credit, we soon found the perfect candidate with the right background and experience.

Solution: We know that candidates need significant push factors to move jobs – in tough times, many talented individuals opt to stay put. We read the market accurately and provided a superior candidate experience to convince talented individuals to make that move.

Outcomes: Although we don't claim to be experts in payments (crucial for all applicants), we understand **credit**. We also understand **portfolio management** and **financial crime**, leading to three more hiring managers briefing Chamberlain on other vacancies. We followed the briefs closely and delivered small yet strong shortlists, filling all four roles with experienced payments specialists.

And the key takeaway? Our specialism in credit, portfolio management and financial crime for FinTech companies more than made up for our limited experience in payments.

Roles filled:

Job title	Region
Credit Underwriter	London
Head of Portfolio Management	London
Portfolio Manager	London
Financial Crime SME	London





CAREER MANAGEMENT AND TALENT ACQUISITION FOR THE BANKING & FINANCE INDUSTRY



ENGAGING



DEPENDABLE



COOPERATIVE



SUSTAINABLE