

<b>Job Title</b>	<b>Global KYC Team Lead</b>	<b>Function/Region</b>	Legal
<b>Reports to</b>	Head of Compliance	<b>Band</b>	4
<b>Location</b>	London		

### **Our Mission**

‘To create the finest retail experiences.’

### **Our Purpose**

‘Making the extraordinary possible’

### **Purpose**

The Global KYC Lead is responsible for leading the delivery of consistent, high-quality KYC activity across McArthurGlen, ensuring onboarding, review and remediation processes are effective, well controlled and aligned with regulatory requirements.

Working closely with the Head of Compliance and key stakeholders across regions, the role leads KYC priorities, resolves escalations and drives continuous improvement in KYC processes and controls.

### **Key Responsibilities**

#### **KYC Operations & Oversight**

- Lead the day-to-day delivery of KYC activity across McArthurGlen, ensuring cases are managed efficiently, consistently and in line with company procedures and regulatory requirements.
- Oversee onboarding and review activity for tenants, suppliers and other relevant parties, providing clear direction on escalations, high-risk cases and quality standards.
- Act as the key point of expertise for KYC and KYB matters, supporting the business with practical guidance on policy, process and risk-based decision making.

#### **Remediation, Controls & Improvement**

- Lead KYC and AML remediation initiatives across regions, setting plans, monitoring progress and ensuring completed files meet required quality and control standards.
- Identify process gaps, risks and recurring issues, and implement improvements to strengthen efficiency, consistency and compliance.
- Maintain oversight of quality assurance and reporting, escalating material issues where appropriate.

#### **Stakeholder Leadership**

- Build effective working relationships with leasing, commercialisation, legal, finance and local teams to ensure timely resolution of KYC requirements and clear communication on priorities.
- Support the development of KYC policies, procedures, guidance and training to enable consistent application across locations.

- Provide clear reporting on case volumes, risks and remediation progress, with practical recommendations.

#### **Team Leadership**

- Lead and develop the KYC team, providing guidance, coaching and support while maintaining high standards of delivery, accountability and continuous improvement.

#### **Skills & Experience**

##### **Insight & Judgement**

- Applies strong analytical judgement to assess KYC information, interpret regulatory requirements, manage risk and make sound decisions on complex or high-risk cases.
- Uses data and sound judgement to prioritise work and strengthen the effectiveness of KYC controls.

##### **Communication & Influence**

- Communicates clearly and credibly with stakeholders across functions and regions, translating technical requirements into practical guidance and influencing timely action.

##### **Collaboration & Inclusion**

- Builds trusted relationships across teams and geographies, working effectively with different perspectives to achieve consistent and compliant outcomes.

##### **Delivery & Performance**

- Demonstrates strong planning, organisation and prioritisation skills across operational delivery, escalations and improvement activity.
- Maintains high standards of quality, accuracy and accountability in a regulated, detail-sensitive environment.

##### **Leadership & People**

- Provides clear direction, support and coaching, helping the team stay focused on priorities and deliver to a high standard.

##### **Requirements**

- Strong end-to-end KYC experience, ideally including complex case management, remediation and quality assurance activity.
- Good understanding of AML, KYC and related regulatory requirements, ideally across multiple jurisdictions.
- Experience leading work through others, whether through direct people management, project leadership or functional oversight.
- Experience working across functions and regions in a complex business environment.
- Able to manage a varied workload in a regulated and detail-sensitive environment.
- Relevant degree or professional qualification is beneficial; AML/KYC certifications such as ACAMS or ICA are advantageous.
- Proficient in Microsoft Office. Occasional travel may be required.

Our Success Framework



**McArthurGlen, an extraordinary experience for everyone.**

At McArthurGlen we value the diversity of our people.

We celebrate difference and believe that everyone is extraordinary.

We are committed to building a culture where our opinions and contributions are listened to and respected and anyone can be themselves.

We learn and grow together, we all belong.