



JOB DESCRIPTION

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| POSITION TITLE: | Compliance Officer/Compliance Manager | HOURS: | Full time (35 hrs per week) |
| LOCATION: | Abingdon, UK | DATE: | February 2020 |
| REPORTS TO: | President – Global Consumer Warranty | | |

Overall Function:

To identify, assess and manage regulatory risks, presenting pragmatic solutions that benefit consumers of underwritten Furniture Protection Plans and the business.

Working closely with both the Operations and Commercial teams to ensure that compliant best practice underpins our business.

To lead the complaints team ensuring that complaints are dealt with fairly and compliantly and minimising the number of complaints to the Financial Ombudsman Service (FOS)

Responsibilities:

- Advising on and ensuring practical compliance with regimes such as GDPR, IDD, SM&CR, iCOBs, and other regulatory regimes and ensuring that any changes to the regulatory landscape are identified and acted upon
- Building and monitoring of an audit process of retailers and our own internal compliance
- Create, edit and maintain registers, policies and procedures as required
- Deliver training and presentations to colleagues to increase compliance knowledge and awareness
- Ensuring all T & Cs, POS materials and external facing sales training presentations are compliant with the regulatory landscape
- Work with underwriters, legal team and Senior Leadership Team to build on and ensure a solid knowledge and understanding of regulatory environment, to ensure the business and our trading partners promote products and services compliantly at all times
- Communicate with all parties in the distribution chain on compliance related matters
- Provide monthly report to the leadership team highlighting compliance activities, plans and risks
- Oversee the complaints team to ensure fair and compliant complaint resolution

Qualifications and skills:

- Education: Degree level or equivalent experience
- Extensive regulatory and compliance experience in insurance/financial services sector
- Committed to CPD and maintaining current knowledge of regulatory proposals arising from the FCA and other applicable regulators
- Likely to have at least 4 years in a similar role
- Excellent understanding of FCA rules, requirements and interpretation
- Ability to multi-task within a demanding and fast paced environment
- Strong sense of accountability, ownership and spirit to “move things forward”

- Strong communication and presentation skills
- Strong collaborator, team-oriented, strong organisational skills, adaptable
- Proficient in Microsoft Office applications – Word, Excel, PowerPoint, Outlook
- High level of confidentiality
- In-depth understanding of the Financial Ombudsman Service and the Financial Conduct Authority would be advantageous

Additional Information:

- Some regional travel will be required to attend meetings with retailers. As the business grows, there is a possibility that travel requirements could extend to include Europe
- Eligible to work in the UK
- Please provide salary expectations and your location with your application