

Job Description for Assurance Administrator

Job Title	Assurance Administrator
Name	
Employing Company	Guardsman Industries Ltd
Regulated Entity	Guardsman Industries Ltd
Effective Date	
Reports to	Risk and Compliance Manager
Other responsibilities include	N/A
Regulatory Function	N/A
Regulatory Description	N/A

Summary of role	To provide assurance that complaints are handled within the department’s quality standards. To provide support to Risk and Compliance in achieving a compliant culture.
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<p>Main Duties</p> <ul style="list-style-type: none"> • Complete quality assurance checks, via a risk-based approach, on all complaint handlers to improve customer service and recognise any areas of potential customer detriment. • Complete quality assurance checks, via a risk-based approach, on all claim handlers’ complaints handling calls and SRL’s to improve customer service and ensure consistency. • Point of contact for third party audits, collecting requested information and following up on actions to completion. • Maintain up-to-date effective procedures within both complaints and compliance • Maintain the compliance and complaints action tracker and chase accordingly. • Collate papers for the SL and RCA Monthly Committee meetings • Complete and ensure adherence to the compliance/business timetable to provide assurance that all deadlines are met throughout the year • Maintain the committee agenda items throughout the year liaising with the business where required. • Management of document version controls • Progression within the department to increase knowledge and expertise in regard to the FCA Handbook.

Essential skills/experience

Essential

- Be able to work in a high volume, fast paced environment
- Meet deadlines by organizing and prioritising work
- Meticulous attention to detail and professionalism
- Excellent communication skills and articulation – verbally and written
- Be adaptable and move with the needs of the department
- Intermediate level in Excel and Word

Desirable

- Previous experience in working within Financial Services or other regulated industry
- Previous experience working within risk and compliance or complaints

Stakeholders/structure team/reporting line

- Reporting to the Risk and Compliance Manager

Logistics: salary/travel/location/shift/start date

- Office location Abingdon, Oxfordshire with the potential for some flexibility to work from home

Equal opportunities:

The Amynta Group and Guardsman Industries are both equal opportunity employers. Both Companies are committed to being inclusive employers and welcome applications from all suitably qualified applicants irrespective of their background.

This job description provides a high-level review of the types of work performed. Other job-related duties may be assigned as required.