

Job Description for Complaints Manager

Job Title	Complaints Manager
Name	
Employing Company	Guardsman Industries Limited
Regulated Entity	Guardsman Industries Limited
Effective Date	July 2021
Reports to	Risk and Compliance Director
Other responsibilities include	N/A
Regulatory Function	N/A
Regulatory Description	N/A

Summary of role	To provide assurance that all regulatory requirements have been met whilst looking at improving processes and controls to assist in minimizing customer detriment and promoting a positive team culture.
------------------------	--

<p>Main Duties</p> <ul style="list-style-type: none"> • Ability to analysis data to provide effective reports to stakeholders that allow for informed decision making • Continually assess the departmental templates, processes and procedures to ensure they are fit for purpose and reviewed annually as a minimum • To contribute to the product governance reviews regarding the customer experience and related risks. • Identifying and monitoring risks within the department through identified key control and key risk indicators. • Analysis and reporting on Financial Ombudsman Decisions. • Responsible for providing assurance all actions, from both internal and external audits, are monitored to conclusion and embedded within the business. • Monitoring and reacting to productivity within the team • Clear understanding of levers and triggers to use in times of heavy workloads. • To provide assurance to the R&C Director of team adherence to all processes in place through monitoring and reports. • Presenting to internal and external stakeholders on matters relating to complaints and the customer journey. • Perform all related people management tasks to drive a complaint culture within the department, allowing for mentoring and development of the team, whilst considering succession planning for all team members.

<p>Skills/experience</p> <p>Essential</p> <ul style="list-style-type: none"> • Track record of managing a team of complaint handlers/case workers or investigators. • Ability to work collaboratively within all areas of the business • Capability to challenge constructively internal and external stakeholders at all levels. • Meticulous attention to detail and professionalism. • Excellent communication skills and articulation – verbally and written. • High level in Excel and Word. • 3+ years' experience working within Financial Services or other regulated industry. • Good knowledge of FCA handbook, DISP rules and FOS processes in relation to insurance products. <p>Desirable</p> <ul style="list-style-type: none"> • Experience of delivering change. • Complaints handling qualification
<p>Stakeholders/structure team/reporting line</p> <ul style="list-style-type: none"> • Reporting to the Risk and Compliance Director.
<p>Logistics: salary/travel/location/shift/start date</p> <ul style="list-style-type: none"> • Office location Abingdon, potential for some flexibility to work from home
<p>Equal opportunities:</p> <p>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.</p> <p>This job description provides a high-level review of the types of work performed. Other job-related duties may be assigned as required.</p>