

ROLE PROFILE

JOB TITLE	COMPLIANCE SUPPORT – TEMPORARY POSITION
FUNCTION	COMPLIANCE
POSITION	TEMPORARY: FOR A PERIOD OF 12 MONTHS. FULL TIME ROLE
REPORTING TO	HEAD OF RISK & COMPLIANCE
REPORTEES	NONE

JOB PURPOSE

To provide administrative support primarily in relation to the handling of Mortgage Payment Protection Insurance enquiries and complaints and Data Subject Access Requests.

In addition, there is opportunity for involvement in wider compliance monitoring activities.

The role requires a proactive individual who is conscientious and highly organised with strong communication skills, ability to work under pressure to deadlines and complete work accurately to a high standard.

KEY RESPONSIBILITIES

- Provision of administrative support in relation to the management and resolution of:
 - Mortgage Payment Protection Insurance enquiries and complaints; and
 - Data Subject Access Requestsin accordance with internal service levels and regulatory timescales.

This will include:

- Ensuring complaints and requests are logged accurately and acknowledged
 - Contacting customers and third parties to request further information and provide updates
 - Gathering information in order to investigate complaints and information requests
 - Assisting with investigation and provision of responses
 - Administrative assistance, such as scanning, photocopying and filing
 - Maintenance of complaints monitoring databases
- Respond flexibly to business needs: providing assistance with other compliance related activities as necessary
 - To build effective relationships both internally and externally relevant to the role
 - To develop and maintain regulatory knowledge relevant to areas of responsibility. Also to apply knowledge to ensure regulatory compliance
 - To maintain the required level of personal and professional training and competency required for the role

KNOWLEDGE AND EXPERIENCE

Essential

- Customer service or administrative experience
- Ability and willingness to learn

Desirable

- Experience of working in retail financial services
- An appreciation of regulation and risk assessment

SKILLS AND COMPETENCIES

Essential

- Diligent and accurate
- Strong communication skills both written and verbal
- Enquiring and investigative mind set
- Organised with ability to effectively prioritise tasks and to work effectively under pressure
- Able to work independently and as part of a team

Desirable

- Can-do attitude
- Ability and desire to learn new skills

OTHER REQUIREMENTS

Essential

- Positive and professional attitude

Desirable

- Full clean UK driving licence

Applicants should send their CV and a brief covering letter to careers@theloughborough.co.uk