

## JOB DESCRIPTION

<p><b>Job Title:</b> Compliance Officer</p> <p><b>Name of Post holder:</b> Vacancy</p>	<p><b>Date &amp; Version Control</b> Date: 2 September 2021 Version: 4.0</p> <p>Produced by: Claire McCarthy</p>
<p><b>Reports to:</b> Compliance &amp; Conduct Risk Manager</p>	<p><b>Direct Reports:</b> None</p>

### Job Purpose & Scope

To provide comprehensive assistance to the Compliance & Conduct Risk Manager to ensure that the Society's recorded systems and controls are complied with at all times by undertaking regular monitoring activity in relation to both conduct and financial crime risk, as well as providing support for periodic thematic reviews.

### Duties and Key Responsibilities

#### 1) Risk Management Framework

- To consider the effectiveness and efficiency of the Society's systems and controls in relation to compliance and suggest process and control improvements.
- Assist the Compliance & Conduct Risk Manager in providing oversight across the business and its adherence with the conduct risk appetite, Conduct Risk Policy and regulatory standards.
- To assist the Compliance & Conduct Risk Manager in maintaining systems, controls, procedures and documentation to support the Compliance function.
- Support in the collation and delivery of the Annual Risk and Compliance Oversight Plan and Risk & Compliance Oversight Manual.
- To carry out detailed checking to confirm compliance with a wide range of the Society's systems and controls in all key departments.
- Review and update policies and core documents on an annual basis in line with the Society's Policy Schedule.
- Monitor business and relevant working group outputs to identify potential conduct risks, oversee mitigating actions and track to conclusion where appropriate.

#### 2) Routine Monitoring

- To conduct quarterly sample checking of financial promotions to ensure compliance with regulatory requirements.
- To conduct sample checking of product terms and conditions to ensure compliance with regulatory requirements in line with the Risk & Compliance Oversight Manual and provide support to the products team where required.
- Develop, maintain and execute a second line oversight plan for assessing the effectiveness of the following processes and the associated Training & Competence Scheme:
  - Mortgage underwriting
  - Mortgage sales

- Mortgage arrears
- Branch and insurance
- Assist the Financial Crime Officer with the processing of Suspicious Activity Reports (SARs), Politically Exposed Persons (PEPs) and provide contingency cover for the Financial Crime Officer where required.

### 3) Thematic Reviews

- Conduct Compliance branch visits in order to audit branch activities and promote high standards of compliance and feedback the results to appropriate management.
- Assist the Compliance & Conduct Risk Manager in the scoping, planning and conducting Thematic Reviews as detailed in the Risk and Compliance Oversight Plan.
- Produce reports following thematic reviews which detail findings and remedial actions (where applicable) and feed this back to the business in a timely manner and present the reports at the relevant committees.

### 4) Training

- To liaise with the Society's training function in respect of any compliance related training requirements and assist with the content and delivery of workshops, e-learning and induction training where appropriate.
- Attend external training courses and seminars on an ad hoc basis to enhance business knowledge.
- Promote a strong compliance culture within the Society.

### 5) Committees and Meetings

- Produce accurate Management Information as required, e.g., Regulatory Risk Horizon Tracker, MI for Customer Conduct Forum and All Risks Committee.
- Provide second line challenge and oversight at various committees, working groups and regulatory change project groups relating to conduct risk or vulnerable customers.

### 6) Regulatory Requirements

- Comprehensively capture all regulatory changes on the Regulatory Risk Horizon Tracker on a monthly basis and request updates from management on their progress and impact and report this to the All Risks Committee, Board Risk Committee and Board.
- Provide advice to the business areas on any new or changes to regulatory requirements in adherence to conduct risk and vulnerable customers.

## General Obligations & Responsibilities

### Conduct Rules

All employees are expected to act in accordance with the PRA and FCA Conduct Rules:

- You must act with integrity
- You must act with due skill, care and diligence
- You must be open and co-operative with the FCA, the PRA and other regulators
- You must pay due regard to the interests of customers and treat them fairly
- You must observe proper standards of market conduct

### Financial Crime

All employees are expected to:

- Be aware of their personal legal obligations and the legal obligations of the Society in relation to Financial Crime

- Be aware of the Society’s Anti-Money Laundering systems and controls and follow the Society’s procedures
- Be alert for anything suspicious in respect of money laundering or fraud and report any suspicions in line with internal procedures
- Do not discuss any suspicions with anyone outside of the Society and do not ‘tip off’ a customer or prejudice an investigation

**Certification Regime Obligations**

Not applicable to this role

**Senior Manager Regime Obligations**

Not applicable to this role

**Person Specification**

<p><b>Qualifications &amp; Knowledge</b></p>	<p>Essential:</p> <ul style="list-style-type: none"> <li>• CeMAP qualified (or working towards) is essential.</li> <li>• Knowledge of procedures and regulation required across the Society’s core business areas.</li> <li>• An understanding of Mortgage, Insurance, Branch &amp; Savings, Underwriting and Arrears’ T &amp; C Scheme’s.</li> </ul> <p><b>REGULATORY/COMPLIANCE KNOWLEDGE REQUIRED IN FOLLOWING AREAS:</b></p> <ul style="list-style-type: none"> <li>▪ FCA Handbook</li> <li>▪ PRA Rulebook</li> <li>▪ FCA/PRA Conduct Rules (COCON)</li> <li>▪ Senior Managers &amp; Certification Regime (SMCR)</li> <li>▪ Anti-Money Laundering Regulations</li> <li>▪ Conduct Risk</li> <li>▪ Consumer Credit Act (CONC)</li> <li>▪ Data Protection Act/General Data Protection Regulations</li> <li>▪ Equality Act</li> <li>▪ Complaints Procedures (DISP)</li> <li>▪ Health &amp; Safety</li> <li>▪ Prevention of Fraud and Financial Crime</li> <li>▪ Senior Management Arrangements, Systems and Controls (SYSC)</li> <li>▪ UK Corporate Governance Code</li> <li>▪ Building Societies Act 1986</li> </ul>
<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• Experience within a second line function.</li> <li>• Experience in interpreting regulation.</li> <li>• Proven ability to facilitate training sessions.</li> </ul>
<p><b>Skills &amp; Abilities</b></p>	<ul style="list-style-type: none"> <li>• Excellent written and oral communication skills.</li> <li>• Excellent time management, planning and organisational skills are essential.</li> <li>• Data analysis and report writing skills are essential.</li> <li>• Required to be numerate and methodical and to operate with a high level of accuracy.</li> </ul>

	<ul style="list-style-type: none"> <li>• The ability to work well under pressure and use initiative to effectively plan, prioritise and switch between tasks.</li> <li>• PC skills with knowledge of Word, PowerPoint, Outlook and Excel is essential.</li> <li>• Logical thinking is regularly required to resolve queries raised by colleagues.</li> <li>• Responsible for accurate and timely record keeping.</li> <li>• There is a requirement for oversight and challenge of first line business areas.</li> <li>• The ability to build lasting working relationships, work collaboratively and influence others.</li> <li>• Ability to work effectively as part of a team.</li> <li>• There is a need to exercise sound impartial judgement when giving personal assessments of the way in which colleagues adhere to compliance requirements.</li> <li>• Self-motivated, flexible with the ability to meet tight deadlines.</li> </ul>
<p><b>Other Requirements</b></p>	<ul style="list-style-type: none"> <li>• Ability to work out of hours on occasions (e.g., attendance at external seminars.)</li> <li>• Regular travelling to the branches across the Branch Network is required.</li> </ul>