

Senior Compliance Manager

OVERVIEW

To lead in the delivery of the compliance oversight programme for the Authorised Push Payments Scams (APP Scams) Contingent Reimbursement Model Code (CRM Code), and more complex work for other codes of practice, and on the implementation of key projects that align to the LSB's strategy under the direction of the Head of Compliance; to support, and deputise for, the Head of Compliance as required, and manage more senior firm relationships. To be a subject matter expert in the area of APP Scams.

THE ROLE

- Present recommendations on the design of the compliance plan for the oversight of the CRM Code and contribute to other areas of the plan ensuring that this is focused appropriately on the areas of highest risk;
- Lead on complex compliance monitoring work through to final report, especially on areas relating to APP Scams, supporting the compliance team on an assignment basis, and ensuring that appropriate remedial action is instigated and tracked through to resolution;
- Coaching and development of new Compliance Managers to ensure that they are contributing effectively to team performance;
- Management and development of high value senior relationships at firms, ensuring that they are focused on good compliance with relevant codes and address any breaches with timely and appropriate actions;
- Involvement with both review work and relationship management to support members of the compliance team;
- Lead on the implementation of key projects for the Lending Standards Board on ad hoc basis;
- Contribute to the development of the codes of practice the LSB is responsible for, especially the CRM Code, making suggestions to Head of Policy & Legal for improvements that strengthen consumer protection overall;
- Deputise for the Head of Compliance as required – for example meetings with external stakeholders, registered firms and at external events;
- Production of insightful management reporting based on outputs of compliance monitoring work to identify areas of focus or aid understanding of areas of emerging concern

KNOWLEDGE, SKILLS AND EXPERIENCE

Ability to:

- Manage and direct oversight activity
- Coach and develop Compliance Managers
- Plan and work to tight deadlines
- Assess complex information and provide qualitative insight and analysis to enable the right decisions to be made
- Maintain independence and be resilient
- Write high quality reports and papers
- Communicate clearly
- Provide strategic input into the development of the LSB
- Represent the LSB credibly at external events
- Apply the Standards in a pragmatic way that ensures the spirit is upheld
- Manage small to medium sized projects, i.e. up to 300 days of resource

Essential

- A minimum of 5 years' experience in a compliance, risk or audit role in the UK retail financial services industry with a good understanding of the regulatory landscape, especially payments, PSD2 and AML.
- Substantial experience of working in the payments and/or AML arena in either an operational or oversight role, with a good understanding of payment fraud.
- First class communication and presentation skills (oral and written), with demonstrable evidence of building long-term, high value relationships and establishing credibility with senior stakeholders.
- Excellent project management skills with a track record of delivery.
- Strong interpersonal skills with experience of dealing with senior personnel and gaining acceptance of recommendations and report findings.
- Ability to deal constructively with resistance and support the identification of pragmatic solutions.
- Ability to form judgments quickly based upon the balance of information gathered.
- Ability to understand a firm's goals and objectives and then be able to strike the right balance between being independent and helping the firm achieve its aims, i.e. to act as a critical friend.
- Logical, independent thinker with the ability to influence others through tactful and sound persuasion.
- Capable of thinking broadly and seeing the 'bigger picture'.
- Excellent planning and organisation skills with the ability to prioritize what matters.

Desirable

- Knowledge of UK financial services regulation and the regulatory framework gained through professional qualification or relevant experience.
- Experience of people management

The individual

- A proven track record of success in a risk, compliance, audit or front-line fraud or payments role in financial services;
- A desire to support an organisation whose aims are to improve consumer protection and raise standards;
- A driven, highly motivated self-starter who can work on their own initiative, meet deadlines, and has the determination to succeed in a challenging environment;
- A team player willing to contribute enthusiasm, ideas and suggestions and listen to others;
- A willingness to be part of a small team and be prepared to support colleagues.
- A flexible approach to work as the role will require travel throughout the UK to visit firms and overnight stays.

To discuss the role in more detail and make an application, please get in touch with Maria Koundouri at Fourthline to arrange a time to speak.




Maria Koundouri

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