

Complaints Administrator

Job Description

Reports to:	Complaints Manager
Responsibility for others:	None
Department:	Group Compliance
Location:	Horsham, UK
Hours:	Monday to Friday 9am – 5:30pm with 1 hour for lunch

Key Activities

- Assist and support the Complaints manager in handling complaint investigations
- Assisting with complaint related administration
- Supporting Quality & Risk team and Fusion compliance with complaints

Compliance Responsibilities:

- Apply a risk-based and common-sense approach to the compliance monitoring and complaints processes
- Liaising with other team members where relevant in respect of relevant complaints
- General document management
- Assist in producing internal or external communications
- Assist in collating and assessing relevant management information (MI)

Ad-hoc Responsibilities:

- Take on tasks and projects as delegated by the Complaints Manager, Compliance Director or Compliance Manager or undertake tasks which are deemed necessary, applying a can-do attitude and a timely approach
- Update manuals, procedures and Group documentation as required
- Complete tasks to a high standard, and apply initiative to accommodate for wider issues

Required Skills/Experience

- A good level of knowledge Financial Services industry experience, preferably in retail/ IFA environment
- Some understanding of FCA rules and their interpretation / application
- Highly developed analytical, observational, written and verbal communication skills

- Minimum of level 4 Diploma in regulated financial planning (or equivalent), with significant progress towards the achievement of further qualifications desired.
- Relevant experience of dealing with complaints and complaints handling.