



Compliance & Training Supervisor Job Description

Who We're Looking For

- Assertive and disciplined professional
- With strong technical ability to communicate complex regulatory rules / guidance to IFA firms on a business level

About Benchmark Capital

Benchmark Capital powers financial advisers through insight and integrated tools, services and investment solutions that help them differentiate their client proposition.

Helping advisers to look after their clients is at the centre of everything we do. Our award-winning solutions support over 150 advice firms, with £17.1 billion of assets under advice¹

With a technology-led ecosystem of regulatory, platform, and investment services, and our own financial planning business, our approach is guided by delivering safety and security for customers and focused on positive client outcomes.

We believe that first-class client service and integrated technology are essential components for long-term success. Our seamless, holistic approach works in harmony both to empower advisers and their clients and to generate tangible financial and competitive advantages.

We work with some of the most successful financial planning firms in the UK, bringing the power of technology to advice and wealth management

¹As at 31.03.21

The base

You'll be based at our Broadlands Business Campus near Horsham in West Sussex. It has high standards and international reputation, without being in the city: a big, countryside campus means life will feel a little different.

We support our offices by using cutting edge software and hardware and our spacious campus facilities mean there's a great working environment for the team. With an on-site restaurant, coffee shop and gym,

our campus has much to offer. And commuters can relax on our dedicated regular shuttle bus to and from Horsham's main line train station.

We know that helping you balance personal and professional commitments is a big part of that, so we're open to flexible working. Many of our staff work flexibly in many different ways, including part-time. Please talk to us at interview about the flexibility you need.

What You'll Do

General Responsibilities:

- Keeping up-to-date with regulatory and industry developments
- Responsibility for the delivery of compliance and training consultancy services to Directly Authorised IFA firms
- Maintain and organise a specified and growing number of directly authorised firms UK wide
- Schedule and manage own diary of compliance and T&C services competently and within desired timescales in accordance with firms' service standards
- Maintain a technical helpdesk answering compliance queries from IFA firms via phone and email
- Deal with compliance, regulatory and business related enquiries from DA IFA firms
- Provide compliance and T&C support to DA IFA firms and guidance to ensure compliance with regulatory rules and principles for businesses
- Liaise effectively with business owners in respect of regulatory issues and provide guidance and support, as required
- When required, assist the Compliance Director in providing a timely response to requests for information from the FCA
- Provide support to the Consultancy Function relating to the research and production of bulletins, regulatory news and other ad-hoc projects
- Delivery of compliance and T&C consultancy services to DA firms, including remote monitoring and IFA compliance audit visits in accordance with service agreement
- Provide DA IFA guidance on regulatory issues, FCA news, CONNECT, GABRIEL, FCA reporting, PI Insurers, business models
- Review and sign off IFA promotions, regulatory updates and provide guidance where required
- Liaises with business owners in a professional and ethical manner
- Handles all enquiries and visits in line with agreed service levels
- Manage business relationships with IFA Principle owners
- Provide support and input to DA Function, areas include DA IFA Procedures, Compliance Manuals, Bulletins, T&C Scheme, Suitability Report Templates, Guides and other regulatory documents

Compliance Monitoring Responsibilities:

- Apply an intensive and intrusive (where required) risk-based, and more importantly a common-sense, approach to compliance support, delivery of ongoing services and all aspects of the DA compliance function
- Undertake, as and when required, file reviews with feedback using Enable system ensuring that findings and grades are accurately recorded, and feedback is constructive and supportive
- Provide timely updates to IFA business owners of business risks and failing in standards
- Undertake annual KPI reviews, in line with DA firms agreed service levels
- Monitor KPI data and management information in respect of DA firms, whilst identifying adverse trends/risks and reporting or handling them accordingly to business owner and respective IFAs

- Provide consultancy support, guidance & assessments in respect of product knowledge and appropriate selling practices, and provide relevant feedback to IFA and support and provide 1:1 guidance to business owner and or individual IFA where necessary
- Manage additional 'specialist' compliance services as required. Ensure additional services are delivered in accordance with the firms' service level, in line with the FCA rules and objectives
- Monitor remote monitoring of file review checks undertaken by head office Quality & Risk Team. Conduct ad-hoc meetings Quality & Risk Team and manage any issues proactively through to resolution
- Undertake additional compliance payable services as requested by the DA IFA firms and service agreements

Ad hoc Responsibilities:

- Manage tasks and projects as delegated by the Compliance Director/Compliance Consultancy Function, applying a can-do attitude with enthusiasm and a positive approach
- Complete tasks to a high ethical standard and apply initiative to accommodate for wider issues

The Knowledge, Experience And Qualifications You Need

- Detailed knowledge of FCA Handbook, objectives and their interpretation/application
- Ability to provide and deliver individual consultancy services, guidance and support to our Directly Authorised member IFA firms
- Ability to train and motivate others whilst remaining flexible and adaptable
- Highly developed analytical, observational, empathy, listening and communication skills
- Manage business relationships with directly authorised IFA firms, business owners and key decision makers
- Demonstrates willingness to listen and work pro-actively with IFA firms
- In depth knowledge of compliance and training and competence (T&C) FCA regimes
- Demonstrates an 'outside the box' solutions approach to problem solving
- Identifies solutions rather than problems with an ability to work proactively with member DA firms
- Minimum of level 4 Diploma in regulated financial planning (or equivalent), with significant progress towards the achievement of further qualifications desired
- Additional qualifications in compliance, audit, risk and or supervision desired

The Knowledge, Experience And Qualifications That Will Help

- Level 6 Advanced Diploma working towards Chartered Status and or Level 8
- J07 Supervision in a Regulated Environment
- Specialist qualifications:
- Equity Release/lifetime mortgages – ER1 & HR1 or equivalent.
- Occupational pensions – Combination of J04, J05 & AF3 or equivalent.
- Long Term Care – CF8
- Mortgages - CeMAP/MAQ/CF6
- Single share based investments – L4 diploma + IMC or securities gap fill
- Significant compliance experience within the financial services, preferably DA IFA sector and in an investment or insurance environment. An in-depth understanding of FCA/PRA regulatory rules & expectations.

- Experience of providing compliance and training consultancy services to Directly Authorised IFA firms or within a Network of Financial Advisers or National IFA

What You'll Be Like

- Good listening and observational skills
- Applies empathy to business situations
- Is able to work pro-actively with business owners
- Business orientated background with a can-do approach
- Able to communicate clearly at all levels
- Delivers change, able to change culture and drive ethical behaviours
- Applies a common-sense approach to the decision-making process whilst maintaining the FCA stance and consumer outcomes is at the heart of all actions
- Experience of working within an IFA or tied agency environment
- Willing to learn and adapt as the Directly Authorised function grows

We're Looking For The Best, Whoever They Are

Benchmark Capital is an equal opportunities employer. You're welcome here whatever your socio-economic background, race, sex, gender identity, sexual orientation, religious belief, age or disability.