

Training & Compliance Supervisor

Job Description

Reports To:	Compliance Supervisor Team Leader
Responsibility for Others:	None
Department:	Group Compliance
Location:	Horsham
Hours of Work:	Monday to Friday 9am – 5:30pm with 1 hour lunch break

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.

Skills and knowledge

- 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

Qualifications requirements

- 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

Desirable Qualifications and Experience

- 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

Additional Key Skills

- 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
- Assertive and disciplined
- Strong technical ability with ability to communicate complex regulatory rules / guidance to IFA firms on a business level