

Senior Compliance & Risk Manager

Job in a sentence	Provide advice, guidance and challenge to management and employees on compliance issues, ensuring conduct requirements are met and embedding a culture that ensures our customers are treated fairly
Unique contribution	Work closely with the Bennetts business through implementing and embedding a risk management culture that supports business growth and strategic objectives

Key value drivers

Customers

Engagement

What you need to be like
What behaviours you need to demonstrate

Customer focussed	To be a trusted advisor to the business to help achieve good customer outcomes and positive regulatory relations
Collaborative	Work with the business to ensure risks and controls are identified, validated and documented
Flexible and resilient	Adaptability, ability to embrace and respond positively to change
Inquisitive	Analytical and investigative skills, application of logical reasoning and problem solving
Engaging	Perceptive, listens to people and is an effective communicator
Influencer	Strong influencing skills and ability to sell the benefits of conduct and risk management practices to ensure that appropriate and commercially aware action is taken in the business

Main Responsibilities

Advice and support	<ul style="list-style-type: none"> • Demonstrate a level of business acumen that enables a commercially sensitive approach, whilst managing business and conduct risks • Work with the business to ensure risks and controls are identified, validated and documented • Be a trusted advisor to the business to help achieve good customer outcomes • Provide effective and efficient risk and compliance support whilst facilitating a good working knowledge of risk within the business, through strong communication and training
Oversight and monitoring of business practices	<ul style="list-style-type: none"> • Lead and maintain a monitoring program, develop an annual plan for risk and controls compliance • Review marketing materials, customer communications and websites to ensure compliance • Conduct root cause analysis to prevent / mitigate against repeat events • Perform risk assessments to understand risk level and scope • Monitor and report to management compliance with laws, regulations and policies
Conduct Risk	<ul style="list-style-type: none"> • Review, develop and embed a Conduct framework, including communication and training • Conduct regulatory horizon scanning, creating summary communications to relevant stakeholders where required

Risk management	<ul style="list-style-type: none">• Review and define a risk framework including best practice guidance• Provide assurance that controls are operating effectively
Reporting	<ul style="list-style-type: none">• Reporting to the Audit, Risk and Compliance Committee on all relevant matters• Involvement with the production and submission of regulatory reporting
Compliance with regulatory expectations	<ul style="list-style-type: none">• Provide support to understand and adopt regulatory change requirements• Design and deliver action plans and support to help business areas achieve expected standards of regulatory compliance• Provide advice, guidance and challenge to support the business in the application of risk and regulatory requirements• Provide assurance that regulatory change has been adequately implemented
Key Attributes	<ul style="list-style-type: none">• Strong understanding of current regulations affecting the insurance sector, including good knowledge of the FCA handbook and how the relevant regulator(s) operate. Able to apply this in a practical way to business processes, procedures and controls• Experience of working in a compliance or conduct-focused role, ideally with exposure to consumer credit and/or general insurance regulation• Confident to challenge others and act as a role model for “doing the right thing”.• An ability to communicate complex ideas in a non-technical way• Proportionate approach, ability to give advice backed by sound reasoning• Ability to prioritise workload and meet deadlines• Strong communication, influencing and negotiation skills• Detail and results-focussed• Able to build and manage relationships with internal and external stakeholders• Good team player, gaining the benefits of work as a team to achieve a stronger result
