



Job Title: Assistant - Risk, Policy and Compliance (ARPC)

Reports to: Risk, Policy and Compliance Manager (RPCM)

Responsible for: *n/a – no direct reports at current time*

Background:

The Equity Release Council (the Council), a not-for-profit organisation, is the industry body for the equity release sector. It aims to represent and facilitate the safe growth of the equity release market by helping to create the conditions which enable the market to develop effectively. Built on the legacy of a predecessor body called SHIP (Safe Home Income Plans), the Council was launched in 2012 and represents over 750 member firms and nearly 1,850 individuals including lenders, qualified financial advisers, solicitors/conveyancers, surveyors, and other industry professionals. Members are committed to the Council's aim of ensuring good outcomes for the consumer where protections and safeguards are a continuing feature.

The Council plays a critical role in lobbying, providing thought leadership, driving standards and conduct, and being 'the conscience of the equity release market'. The Council's aim is to be seen by our corporate members as a value driven, proactive and progressive representative for their organisations.

The Council recently celebrated its 30th anniversary of the Council setting standards. These comprise both Rules (compliance is mandatory) and underpinning Guidance. Consumers can take comfort that when dealing with a Council member they enjoy the highest level of protection available. As the later life lending market grows and develops and with the introduction of new products to meet changing consumer needs over ever longer lives, the challenge and importance of evolving and maintaining fit-for-purpose standards increase. For this reason, the Council is adding to its in-house Risk, Policy, and Compliance (RPC) team, to support this critical area of the Council's work.

Purpose of the role:

The RPC Support Assistant will support the RPC Manager in five main areas of work:

- Data handling to support the RPC team to include but not limited to: Financial Ombudsman Service (FOS) complaints, technical queries, risk MI and dashboard data.
- Daily management of the customer outcomes inbox, including logging of all interactions including technical queries and complaints.
- To administer the data gathering process and support the RPC manager with diagnostic activity to ensure compliance with standards, and subsequent support to members with corrective action
- Meeting and working group administrative support
- Provide dedicated member admin team support for any onboarding or corrective work as part of the oversight process or on occasion as additional support where required

Contextual Information:

The Council currently works on a 'hub and spoke' network of employees, consultants, and out-sourced agencies.

The incumbent will work closely with the RPC team primarily but interact with wider team on a regular basis.

The Council have access to a small, serviced office provider with a hot desk facility base near Liverpool Street station, for the use of the team should it be required when visiting London. The role primarily lends itself to flexible working, and the Council are happy for this role to work from home. A degree of flexibility on working arrangements, and preparedness to travel within the UK, is required.

REQUIRED EXPERIENCE, QUALIFICATIONS, SKILLS, AND ATTRIBUTES

['E' = essential, 'HD' = highly desirable, 'D' = desirable]

EXPERIENCE

- Experience within the regulated area of the financial services industry [D]
- Experience of equity release or broader later life lending knowledge or specialism [D]
- Experience of working in a similar admin support role [E]
- Experience of customer liaison and management [E]

QUALIFICATIONS

- Higher level qualification (or equivalent) [D]

SKILLS [all E]

- Exemplary organisation and time-management skills
- Ability to self-manage work without direct supervision
- Excellent communicating and influencing skills
- Ability to work with complex information and large data sets
- Strong drafting skills (e.g. management reports, complaint responses)
- IT literacy, with ability to pick up and learn different IT systems with ease
- Competent in Microsoft Office

ATTRIBUTES [all E]

- Flexible
 - Detail focused
 - Self-starter
 - Able to work at pace
 - Personable
 - Strong work ethic
 - Resilient
-

MAIN ACCOUNTABILITIES

POLICY

- To develop a thorough knowledge and understanding of the Council's Standards.
- To support the RPC team on Standards and be the first point of contact for Members including triaging their enquiries to deal direct or escalate the complex and/or more technical to line manager

RISK

- To support the RPC manager with risk identification and control mitigation.

COMPLIANCE

- To provide support to and under guidance of the RPC Manager in gathering benchmarking intelligence and subsequent diagnostic activity, with the aim of providing increased awareness and comfort around member compliance with standards.
- To assist members in achieving compliance under the guidance of the RPC manager
- To administer the checking process to establish tracking and chasing as appropriate to ensure completion of compliance certifications for new and renewing members
- Under the guidance of the RPC manager, assist new members in developing an understanding of the Standards, and support compliance

COMPLAINTS

- To log all complaints, and whistle-blower complaints as per the prescribed process and policy
- Under guidance of the RPC Manager, respond to routine queries and complaints and escalate those to RPC manager as per the prescribed process and policy
- To administer the initial stages of gathering and review of Financial Conduct Authority (half yearly) and FOS (quarterly) reportable complaints data, and prepare a summary report for the RPC Manager

OTHER

- Support the RPC team on projects and tasks as reasonably required to include working groups and regulatory meetings
- Support the admin function as and when required with membership onboarding.

This Job description provides a broad outline of the role.

Job Descriptions may be revised and updated to ensure the role continues to meet the changing needs of the business. As a new role it is expected that the exact remit and responsibilities will evolve over time.