# Job Description

POST TITLE: Compliance Administrator

DEPARTMENT: Low Cost Funeral Limited

HOURS: Full time (40 hours a week)

RESPONSIBLE TO: Compliance Manager

SALARY: £25,000 - £27,500

## Our Mission Statement

Low Cost Funeral Limited, as part of the Memoria Group, has a mission to provide exceptional standards of service and facility to the bereaved families that use its services. This is because it is not only commercially sensible to do so but also because it is an essential act of human decency towards people who have just lost a much-loved member of their family or friend. Bereavement is the price we must all pay for the joy of loving and being loved. The loss of a loved one is the most stressful, unhappy and traumatic experience that we will face in life. We at Memoria realise that we are unable to eradicate such pain but we also know it is our responsibility and duty to be as efficient, kind, respectful and polite as humanly possible to our clients at their time of grief.”

## Job Purpose

To support the compliance manager by monitoring sales and other designated customer telephone interactions. This will involve listening to and evaluating calls, rating the agent’s performance and delivering feedback to both individuals and managers. Where performance weaknesses are identified improvement recommendations will be made which may then involve delivering training updates to team members.

Thematic reviews and further investigation into trends will be undertaken and then followed up by an action report and feedback. Additionally, support compliance management in investigating and resolving customer complaints in a timely and efficient manner, liaising with customers and updating documentation.

## Key Responsibilities

To assist the Compliance Manager in daily tasks, including, but not exclusive to:

* Call Monitoring
* Feedback of call reviews
* Identifying areas of improvement for call centre staff and scripts
* Deliver training updates on changes in processes or regulatory updates
* Keep compliance spreadsheets and the CRM up to date
* Refer major compliance breaches to Compliance managers
* Support the Compliance team with managing customer complaints

## Key Competencies

* Strong attention to detail
* Good communication skills
* Client focus
* Self-management
* Team working
* Achievement focus
* Adaptability
* Problem solving
* Integrity, sensitivity and commitment

## Person Specification

* An individual who has the knowledge and experience (minimum 3 years) in a similar role
* Similar dealings within an FCA regulated firm
* Key attention to detail
* The ability to work well as an individual and as part of a team