

## Role Profile

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### Role Details

Role Title	Compliance Officer
NS&I Salary Pay band	4
Civil Service equivalent grade	SEO
Business unit	Compliance
Reporting to	Compliance Delivery and Advice Manager
Date produced or updated	March 2019

### Purpose of Role

Working as part of the Compliance Team responsible for implementing and delivering the Compliance function in line with NS&I's compliance policies. This role is part of a team working in the following core areas:

- Providing guidance on the creation of, and reviewing and approving NS&I financial promotions and customer facing documents to ensure that they adhere to the relevant regulations and NS&I procedures. Providing guidance and support to NS&I and Atos to ensure that financial promotions best practice is embedded within the business.
- Providing guidance on the resolutions and remedial action required for business incidents
- Represent the Compliance function with the successful implementation and on boarding of new NS&I GPS clients, and in the ongoing delivery in line with all clients' compliance requirements
- Representing the Compliance function on business projects and providing appropriate advice and guidance.
- Managing the process of and responses to Freedom of Information (FOI) requests received by the business within statutory timescales.
- Providing advice and guidance to Atos and the NS&I complaints team on complex customer complaints and policy interpretation.

The team objective is to ensure that NS&I is compliant with laws and regulations and that reputational risk is managed where business decisions are taken not to follow the strict letter of the law

### Key responsibilities

- To support the Compliance Delivery and Advice Manager to ensure that NS&I fully meets its legal and regulatory obligations by liaising with and Treasury Legal Advisers (TLA) where necessary including the drafting of Explanatory Memorandums and Submissions when Statutory Instruments need to be raised.
- Review Financial Promotions (FP) and NS&I GPS marketing material and ensure the appropriate legislative and regulatory rules are met.
- Review and approve other customer and corporate communications (non FP) material through the Financial Promotions process within agreed service level agreements.
- Ensuring that all compliance delivery, relating to FP activities, includes careful consideration of impact on NS&I customers and potential customers, and ensures their fair treatment.
- Highlighting conflicts between NS&I's approach to customer and corporate communications and material and the FCA handbook, Advertising Standards Authority (ASA) codes of practice and Office of Fair Trade (OFT)'s guidance on unfair contract terms.

- Assisting in the review of product brochures, related documents and other customer communications, on a periodic basis, to ensure that they continue to meet the relevant rules/regulations, codes of practice, guidance and industry best practice. Represent the Compliance function in the Change process – assisting with the delivery of Compliance projects, Business projects and NS&I GPS clients' change requests, by providing interpretation of regulatory rules and guidance, advice on NS&I policy, and advice and guidance on legal issues concerning the terms and conditions and NS&I Regulations in conjunction with TLA where required. As part of the project provide Reports/Papers to NS&I Committees and other areas of the business if and when required to assist in the decision making process.
- The role holder will be a subject matter expert (SME) for NS&I GPS client accounts. An in-depth knowledge and understanding of each associated MoU is required in order to give effective compliance guidance to the client, B2B team and within NS&I. As a key stakeholder in client relationships, the role holder will ensure that there are effective channels of communication, and provide advice and guidance, as required, on compliance related activities.
- The role holder will work closely with the B2B account managers to deliver the requirements of the MoUs, highlighting any foreseeable compliance risks around the processing of clients' requirements and implementing controls, where agreed, in order to mitigate those risks.
- Responsible for the timely responses to FOI requests received by acknowledging the enquiry, seeking information from the subject matter experts within the business, drafting a response for Director's approval and issuing the final approved response within the required timeframe.
- Regular contact with both the NS&I Complaints Management team and Atos Compliance colleagues providing advice and guidance on complex customer complaints and policy and legal issues, some of which will involve liaison with TLA in order to seek appropriate legal advice.
- Work with the NS&I Financial Crime team to ensure that guidance to the business (NS&I and AML) on financial crime matters is timely and appropriate in respect of Terms and conditions and product brochures and other financial promotions (paper and digital).
- Work with the Data Protection and Quality Manager to ensure that guidance to the business (NS&I and AML) on data protection is timely and appropriate in respect of Terms and conditions and product brochures and other financial promotions (paper and digital).

## Relationships

Please list the jobs and areas with which the post interacts. This should show internal and external relationships.

Internal	External
<ul style="list-style-type: none"> <li>• Reports to Compliance Delivery Manager</li> <li>• Daily contact with other members of the Risk directorate especially compliance advice team</li> <li>• Daily contact with the Brand, Product, B2B, Change and Customer Experience teams within NS&amp;I.</li> <li>• Regular contact with the complaints management team NS&amp;I and Atos Compliance and Team Expert colleagues.</li> <li>• Other business units – acting as subject matter expert for terms and conditions and Regulation related issues.</li> </ul> <p>Incident Management Team – Retail business in the absence of or delegated by the Compliance delivery Manager.</p>	<ul style="list-style-type: none"> <li>• HM Treasury</li> <li>• Government Legal Department (TLA and TSOL)</li> <li>• HM Revenue and Customs</li> <li>• Office of the Accountant General</li> <li>• Home Office</li> <li>• Office of the Public Guardian</li> <li>• Commercial lawyers</li> <li>• UK Finance</li> <li>• Financial Conduct Authority</li> <li>• Advertising Standards Authority</li> <li>• Financial Ombudsman Service</li> </ul>

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## Person specification

### Essential qualifications, experience and technical knowledge

#### Essential experience

Extensive experience which has included the following aspects:

- In-depth knowledge and understanding of all rules, regulations, codes of practice, guidance and industry best practice relating to advertising and customer communications applicable in the financial services industry
- Good communication (both written and verbal) skills. Experience of writing policies and procedures.
- Working knowledge of the FCA's Conduct of Business and Treating Customers Fairly rules, The OFT guidance on unfair contract terms and the ASA codes of conduct for advertising.
- Reviewing policies and procedures to ensure they are reflected correctly in customer communications and vice versa.
- Knowledge of operational processes

#### Essential technical knowledge and skills

- Good communication (both written and verbal) skills. Experience of writing policies and procedures.
- The ability to work well under pressure and be able to multi-task
- Quick thinker and fast learner.
- Excellent organisational skills.

#### Desirable qualifications, experience and technical knowledge / skills (Training will be provided where necessary)

- Knowledge and practical application of financial promotions and customer communications in a digital environment.
- Broad knowledge of Legal and regulatory matters in respect of the General Data Protection Regulations and the UK Data Protection Act, Freedom of Information Act, Money Laundering regulations and the BCOBs.
- Understanding of the UK legal framework and the environment within which government departments operate
- Ability to undertake detailed analysis of complex data, industry consultation papers and new and pending legislation and the ability to translate and summarise such documents.

## Civil Service Success Profiles behaviours – Level 3

### Seeing the Big Picture

Understand the strategic drivers for your area of work. Align activities to contribute to wider organisational priorities. Remain alert to emerging issues and

trends which might impact your work area. Seek out and share experiences to develop knowledge of the team's business area. Understand how the strategies and activities of the team create value and meet the diverse needs of all stakeholders.

### **Changing and Improving**

Work with others to identify areas for improvement and simplify processes to use fewer resources. Use technology where possible to increase efficiency. Encourage ideas for change from a wide range of sources. Clearly explain the reasons for change to colleagues and how to implement them, supporting individuals with different needs to adapt to change. Encourage an environment where colleagues know that they can challenge decisions and issues safely. Take managed risks by fully considering the varied impacts changes could have on the diverse range of end users.

### **Making Effective Decisions**

Understand own level of responsibility and empower others to make decisions where appropriate. Analyse and use a range of relevant, credible information from internal and external sources to support decisions. Invite challenge and where appropriate involve others in decision making. Display confidence when making difficult decisions, even if they prove to be unpopular. Consult with others to ensure the potential impacts on end users have been considered. Present strong recommendations in a timely manner outlining the consideration of other options, costs, benefits and risks.

### **Leadership**

Ensure colleagues and stakeholders have a clear understanding of objectives, activities and time-frames. Take into account different individual needs, views, and ideas, championing inclusion and equality of opportunity for all. Consider the impacts of own and team's activities on stakeholders and end users. Role-model commitment and satisfaction with role. Recognise and praise the achievements of others to drive positivity within the team. Effectively manage conflict, misconduct and non-inclusive behaviour, raising with senior managers where appropriate.