



# Compliance Monitoring Officer



## About Post Office Insurance

POI is a customer focused organisation that relies on the Post Office Money brand, its network, customer data and marketing capabilities in order to deliver its plan objectives.

As an independent business, it was established in 2014 after the Post Office bought out the joint insurance venture between Bank of Ireland UK and Post Office. Our vision is to operate as a specialist broker. Our team has expanded significantly since then, as we continue to pursue our core visions to:

- Deliver operational efficiency, product and pricing flexibility resulting in greater control of, and access to, the value chain;
- Directly control customer management, policy conditions and retail pricing;
- Enter in to partnership agreements with Underwriters, Third Party Administrators, Software Houses and Consultancy firms to procure and develop the capabilities required in support of our chosen business model; and,
- Build a tangible asset for the Post Office.

POI is a wholly owned subsidiary of Post Office and this means you are part of an organisation that is trusted by communities and consumers, putting its people and customers first. Together we have the opportunity to write the next chapter of an iconic organisation with over 300 years of history. We shape our future and each of us has the autonomy and responsibility to help create a business we can all be part of and proud of.

We know that the best way to provide a great service for customers is to evolve our business and adapt to their changing needs. We're improving our online and in store experience for customers because we know that our customers never stop changing, so neither will we.

We are working hard to ensure that the next chapter of the Post Office's history is a bright one. We are the current guardians of an iconic business and we want to hand over a thriving network of branches which can continue to provide essential products and services for our customers for many years to come.

This is a uniquely exciting and challenging time for the Post Office and for POI – we're shaping the future and creating a business we can all be proud of.

We share the Post Office values of Care, Challenge, Commit.

## The basics

Job Title:	Compliance Monitoring Officer
Post Reports to:	Compliance Manager
Division:	Risk & Compliance
Budget Responsibility:	
Number of Direct Reports:	
Location:	Glasgow / London

## The purpose of the role

Post Office Insurance (POI) is a regulated insurance intermediary providing General Insurance products to consumers via Post Office branches, Websites, Aggregators and telephone sales. POI has relationships with a number of partners for the provision and distribution of general insurance

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products, including a network of over 11,000 branches. POI are looking to recruit a Compliance Monitoring Officer reporting to the Compliance Assurance Manager to deliver onsite and desk based monitoring of Post Office branch sales activity.

## Principal accountabilities

The Compliance Monitoring Officer is responsible for reviewing the adequacy and adherence of the measures, controls and procedures in place across the Post Office network by conducting a programme of onsite and desk based branch reviews within an allocated region. This includes:-

- To deliver onsite and desk based branch reviews to assess the standards of conduct of regulated sales activity
- To maintain scorecards and reports of monitoring activity
- To make recommendations on findings to improve processes and procedures
- To provide analysis of conduct risk indicators to support findings
- To assist in the investigation of branch complaints or incidents as required.
- To report of issues, concerns, incidents and breaches
- To maintain a conduct risk focus on reviews ensuring customer outcomes are fair and appropriate
- To provide support and advice to colleagues and stakeholders promoting strong partnerships
- To provide a pragmatic and common sense approach to sales practices and journeys ensuring the protection of the customer at all times
- To product timely and constructive reporting to management
- To ensure that DPA, FCA, TCF and other regulatory requirements are met
- Responsible for ensuring compliance with any specific legislative, regulatory, or contractual requirements.

## Qualifications, experience and skills

### Essential Skills

- Experience in General Insurance and compliance
- Previous experience in compliance monitoring role
- Extensive knowledge of FCA regulation including ICOBS
- Good problem solving, analytical and communication skills
- Ability to prioritise work according to risk
- Commercial awareness and the good judgement to apply a pragmatic approach, when appropriate
- Ability to work with clients and staff at all levels
- Ability to work unsupervised

### Desirable Skills

- Education to degree level or equivalent
- ICA Diploma or studying towards