

Senior Compliance Manager



About us

We're a market leader in purchasing and recovering debt in a fair and compliant way. Our expertise in supporting vulnerable customers has contributed to our success and considerable growth in recent years. Our customers know and trust us, and because of this, we are recognised as the specialist within our sector. We're very proud to have been chosen to receive several industry recognised awards, including a **Gold** accreditation from Investor in Customers (IIC).

With significant investment, we are continuing our journey and creating exciting and new opportunities for talented people to join our team. If you'd like to know more about us, why not visit our website www.lanternuk.com/who-we-are.

Our recently refurbished, modern offices are within a few minutes walking distance of New Pudsey train station and Owlcotes Asda and M&S.

About the role

Senior Compliance Manager

Due to Covid-19, this role will initially be based at home.

We are seeking to appoint an experience senior compliance manager, reporting to the Head of Risk and Compliance. The successful candidate will be responsible for ensuring that the compliance monitoring plan is effectively developed and delivered within agreed timeframes and that all actions arising from reviews are managed to closure. The senior compliance manager will manage, coach, and develop a team of monitoring officers, enabling them to support the delivery of the plan whilst building strong relationships across the business. The role will act as a compliance subject matter expert, providing advice to colleagues across the business on the regulatory framework within which we operate, specifically FCA SYSC & CONC, Consumer Credit Act, OFCOM, and CSA Code of Practice.

Salary and Benefits:- £35-40k per annum (dependent on experience), up to 10% of salary, performance-based bonus, a rewarding long-term incentive scheme, 24 days annual leave (rising to 27 with service), private medical insurance, healthcare cash plan, free parking, employee assistance program.

Hours of work:- 37.5 hours per week (Mon-Fri)

To be considered for this role, you will have credible and demonstrable experience within a similar role. The principal accountabilities shall include:-

- Acting as subject matter expert for all regulatory knowledge and advice.
- Assisting the Head of Risk and Compliance in developing and refining a risk-based compliance monitoring plan and continuously evaluating the plan to ensure it remains relevant and fit for purpose, promotes efficiency optimisation and longer-term benefits for the business.
- Recommending remedial action to mitigate regulatory risk whilst promoting a healthy, strong, compliance culture across the business.
- Supporting the business with the interpretation of regulation.
- Managing, coaching, and developing a team of compliance monitoring officers, upskilling their knowledge of internal business processes, enabling them, to conduct more effective reviews, whilst building the team's reputation as a critical friend.
- Ensuring that all areas of the business, deliver processes in line with the core principles of privacy, security, resilience, compliance, and quality, with a particular focus on regulatory and contractual compliance, risk reduction and continual process improvement.
- Responsibility for the execution of the annual compliance monitoring plan through comprehensive reviews.

- Identifying and informing the business on any future relevant regulatory changes, ensuring they are reflected in the compliance plan and communicate any potential impact on Lantern.
- Producing relevant, accurate and timely compliance reporting and management information to executive, governance, and risk committees
- Performing periodic internal audits on all compliance processes to ensure that they are robust and fit for purpose.

Essential experience

- A minimum of two years' experience in a compliance manager role within an FCA regulated environment.
- Management experience of coordinating a team of compliance officers to support the internal compliance program.
- Detailed knowledge of the FCA Handbook, CCA and CRA, ICO and OFCOM regulations.
- Analytical approach and capable of seeing the complexities of procedures and regulations.
- Detail orientated, strong organisational skills, and able to work independently to achieve personal and company targets and KPIs.
- Be self-motivated, but with the ability to work collaboratively with other teams across the business.
- Experience of conducting internal audits and providing counsel on process improvements.
- Knowledge of the FCA regulatory framework for our sector, specifically; SYSC and CONC.
- A confident approach to providing compliance advice (verbal/written) and being a critical friend, to senior managers and executives on technical compliance matters.
- Strong commercial awareness and an understanding of the financial services industry.

Desirable experience

- Experience of working in the debt purchase sector.
- Degree educated and holds a professional compliance certificate, such as CRCM.
- You should be comfortable with working from home arrangements and demonstrate a strong ability to work independently and with minimum supervision.

Our promise to you

We'll treat you as an individual – You have unique strengths. We'll do what we can to play to them.

We'll keep listening & talking – Communication is key in any relationship, and we truly value employee input.

We'll help you grow – We admire ambition. If you want to progress, we'll help you find and seize opportunities.

We'll keep it fun - We thoroughly believe work should be enjoyable, and our company culture reflects that.

Next Steps

Interviews for this position, will take place remotely to maintain social distancing via video-call(s).

- Send us over your CV and covering email/letter by clicking the apply button and tell us why you want to join Lantern.

Due to the nature of our sector, any offer of employment will be conditional and subject to satisfactory background checks (DBS Basic and Credit file search).