



## Role Profile

<b>Job Title</b>	Quality Assurance Assistant	<b>Reports To</b>	Compliance Monitoring Officer	<b>Location</b>	Lister Hills
<b>Job Code</b>		<b>Grade</b>		H2	
<b>Date Created / Updated</b>	August 2021	<b>Department</b>	Quality Monitoring		

<b>Purpose:</b> Conduct and accurately record quality monitoring of FGH and our third party supplier (Webhelp) in line with the Compliance Monitoring Programme.	
<b>Your Role Accountabilities</b>	<b>Skills &amp; Experience</b>
<ul style="list-style-type: none"> <li>• Monitor all work flows (FGH and Webhelp), this includes calls, emails, web chat and letters. This will be carried out daily. Results to be accurately recorded on the 'Quality Monitoring Form' designed to ensure that all FGH processes and procedures including DPA, the enquiry, recognising a complaint, soft skills, Vulnerability recognised, TCF etc. are correctly followed.</li> <li>• Webhelp Monitoring--2<sup>nd</sup> line checks, check the monitors the Webhelp Quality Assurance teams have completed, provide feedback appropriately and sensitively.</li> <li>• Establish the root cause and provide appropriate feedback</li> <li>• Identify and report root causes of process/system issues established during monitoring, ensuring any trends identified and reasons are explored. Findings are to be reported to the Compliance Monitoring Officer or Senior quality assurance co-ordinator.</li> <li>• Attend regular calibration sessions with third party (Webhelp) as part of the ongoing development and to ensure consistency.</li> <li>• Liaising internally with other areas of the business</li> <li>• To act in accordance with the principle of treating customers fairly.</li> <li>• To act with integrity and full regard to all the FCA requirements.</li> <li>• Consistently achieve pre-determined business targets to enable good overall levels of service, and to achieve specified KPI's, whilst remaining compliant in accordance with the FCA guidelines</li> <li>• To be always committed to the fair treatment of customers</li> <li>• Demonstrate behaviours in line with our Company values</li> <li>• To take reasonable care for the health and safety of yourself and other persons who may be affected by acts and omissions at work</li> </ul>	<ul style="list-style-type: none"> <li>• Well-developed numeracy skills</li> <li>• Knowledge of word and excel</li> <li>• Excellent eye for accuracy</li> <li>• Tenacity and confidence to raise queries to ensure quality standards are maintained</li> <li>• Knowledge of the FOS processes, DPA, and TCF</li> <li>• Ability and/or willingness to learn new systems. Such as Financier (customers financial record), SENQ (customers' orders), eGain (Emails), Bold Chat (Webchat), Avaya call recording system and Office 365 (monitoring forms)</li> <li>• Desired understanding of our back-office systems and processes</li> <li>• Ability to take appropriate steps to resolve each issue and fully investigate issues and risks</li> <li>• Strong analytical skills</li> <li>• A good understanding of Compliance Monitoring requirements &amp; FCA regulatory requirement assessments</li> <li>• High standard of accuracy and attention to detail</li> <li>• Effective communication and influencing skills</li> <li>• Understand and maintain knowledge of system applications required for the role</li> <li>• Detailed knowledge of FGH activities and procedures</li> <li>• Knowledge/awareness of debt collections and financial difficulties</li> </ul>