



Role Profile

Job Title	Regulatory Complaints Administrator	Reports To	Regulatory Complaints Team Leader	Location	Bradford Hub
Job Code		Grade		H3	
Date Created / Updated	May 2021	Department		Financial Services	

<p>Purpose: To assist the team to manage escalated customer enquiries and complaints in relation to regulated financial products. To provide support and administration and undertaking ad hoc activities as an when required to ensure that the department can reach a resolution in the interest of the business and the customer. To liaise with all stakeholders to deal compliantly and effectively with complaints, adhering to FCA regulation, policies & procedures at all times.</p>	
Your Role Accountabilities	Skills & Experience
<ul style="list-style-type: none"> Effectively support the team to manage complaints regarding regulated products within FGH compliance guidelines and ensure response to within prescribed regulatory timescales Ensure that complaints are dealt with in the most appropriate way, logged, categorised, scanned and allocated appropriately Acknowledge Customer contacts by telephone, email or letter, and provide a high quality of service for our customers Provide administrative assistance to the team as and when required including general office support Assist the team by dealing with standard enquiries / contacts and retrieval of messages left Producing documentation for full and summary subject access requests Receiving and sorting incoming and outgoing mail for delivery to the team Accurately running reports when requested Responsible for own workload and achievement of regulatory deadlines Record complaints accurately and complete administrative duties relevant to the role 	<ul style="list-style-type: none"> Good understanding and knowledge of FCA regulatory requirements. (Including DISP and FOS) Experience in dealing with customer complaints Excellent Customer Service Good verbal, written and interpersonal skills Able to use own initiative Good PC skills including Microsoft Word and Excel, Financier & Charter Experience of working with other stakeholders, suppliers and 3rd parties Understand and maintain knowledge of system applications required for role; Good understanding of the principles of TCF Understand the impact of debt and vulnerability Good understanding of the principles of TCF Educated to GCSE level or equivalent in Maths and English (A-C)



<ul style="list-style-type: none">• To be committed to the fair treatment of customers and demonstrate a reasonable and proportionate approach to complaints management• To represent the company in a professional manner at all times• To achieve and maintain competent status under FGH training and competence regime via regular training sessions and assessments• To be committed to the fair treatment of customers at all times• Ensure compliance with all applicable UK and local regulations, Company Policies and FCA Conduct Rules• Demonstrate behaviours in line with our Company values• To take reasonable care for the health and safety of yourself and other persons who may be affected by acts and omissions at work	
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