

## **Compliance and Quality Assurance Officer**

### **Broad job role**

To support the Chief Operating Officer ('COO') and the Technical Manager in the implementation, development, and ongoing operation of Freedom's compliance and quality assurance processes and procedures.

The main purpose of the role is to make sure Freedom's compliance and quality assurance responsibilities are regularly monitored across the company, and that corresponding risks are identified and mitigated. The high-level standards and expectations will be set in place by the COO, in discussion with the Technical Manager, and the Administration Officer will be asked to put the right processes in place to deliver these, to actively monitor the outcomes of these processes, and provide feedback as to their effectiveness.

In short, the Quality Administrator will be responsible for satisfying the COO that Freedom is successfully meeting its compliance and quality assurance obligations with relevant statistical evidence, highlighting areas of weakness so appropriate corrective action can be taken.

### **Principle accountabilities**

#### **Compliance (inc. financial crime prevention and data protection)**

- Assist the Technical Manager with the ongoing evaluation and updating of existing compliance policies and related documentation – do they accurately represent Freedom's compliance responsibilities?
- Assist the Technical Manager with the ongoing evaluation of internal operational and procedural compliance – are Freedom's compliance responsibilities accurately represented in our day-to-day activities?
- Assist the Training Officer in communicating compliance policies and guidelines to other team managers and employees – does everyone know what their compliance responsibilities are?
- Develop and maintain a compliance monitoring record-keeping system – can we objectively demonstrate compliance with regulatory rules using statistical analysis?

#### **Quality Assurance**

- Carry out regular quality assurance checks across the claims and membership teams to make sure quality standards are being met. This includes:
  - analysis of new business policies to make sure they are accepted within the scope of our underwriting authority as delegated to Freedom by the underwriter.
  - analysis of acceptance and rejection of new claims to ensure decisions are being made in line with policy terms and conditions, and customers are receiving good outcomes.
  - analysis of customer feedback (from all sources) to build a picture of customer opinions and views of Freedom, whether they believe they receive good outcomes, and, if not, why not.
- Analysis of error reporting to identify trends, training needs, and process improvement opportunities, making recommendations to the COO to address any issues.

- Use all available data to contribute to Freedom's annual 'customer outcomes' report as evidence of the work done by Freedom to deliver good customer outcomes.

### **Risk profile**

- Working with individual team managers, identify the risks associated with their respective functions and assist in the development of controls to mitigate those risks.
- Develop and implement measures to show the ongoing effectiveness of the controls, creating a 'RAG' report (or equivalent) which highlights areas of concern for the COO.

### **Essential skills and knowledge**

- Working knowledge of the FCA regulatory framework.
- Working knowledge of risk management principles.
- Experience of working in a compliance or risk management role within a financial services organisation (ideally an insurance provider).
- Experience of developing and implementing internal risk reporting mechanisms.
- Ability to manage a mixed workload and work to deadlines.
- Well-organised with a strong attention to detail
- Able to present complex and detailed information in a simply understood way.
- Experience in building strong relationships with teams and stakeholders.

### **Desirable skills and knowledge**

- A working knowledge of data protection legislation and / or financial crime prevention.
- Experience of private medical insurance.

### **Summary**

This is an exciting opportunity for someone to develop an internal risk reporting and quality assurance model from the ground up, using their existing skills and knowledge to build something which will help Freedom manage its risk profile, maintain a high-quality service, and deliver good outcomes to its customers.

The ideal candidate will be a 'doer' – someone who can identify business needs, gets involved, and deliver solutions and results. Flexibility will be key – the role is likely to develop and grow over time, especially as the business grows, so an awareness of changing risk trends internally and externally will be important.

### **Benefits**

- Private Medical Insurance
- 25 days annual leave
- Great office location
- Pension
- Job Types: Full-time, Permanent

*To apply, please send your CV and cover letter to Yasmin Taylor at [y.taylor@freedomhealthinsurance.co.uk](mailto:y.taylor@freedomhealthinsurance.co.uk).*