

Senior Compliance Coordinator

Ref	Senior Compliance Coordinator
Start date	ASAP
Close date	13/01/2012
Salary	Competitive basic, plus up to 20% bonus, private healthcare, 25 days holiday, 5% contributory pension
Career stage	Dependent upon experience
Department	Recoveries Management (RM)
Location	Nottingham, UK (regular travel across the UK required)
Reporting to	Agency Compliance Manager
Purpose of role	To work within the compliance management team and assist in all the day to day processes of auditing, monitoring, reporting and managing the compliance of external agencies.
Business impact	The DCA Management team are the critical performance owners responsible for TDX Group's business relationships with debt collection agencies, as well as for their overall performance. As Senior Compliance Co-ordinator you will perform a key role within this team ensuring that the agency relationship remains effective and compliant.
Role dimensions	<p>This role reports into the Agency Compliance Manager and fits within the wider Recoveries Management team.</p> <p>The Senior Compliance co-ordinator will be expected to lead and manage a large (and extensive) panel of Debt Collection Agency businesses - as well as work with internal TDX customers and Clients – to provide expert delivery on all aspects of Recoveries Management Compliance requirements</p> <p>Work will involve consulting with all internal and external customers to ensure regulatory, legislative and industry compliance best practice policies and standards are audited, managed and considered in the pursuit of debt recovery.</p>

<p>Key objectives</p>	<ul style="list-style-type: none"> • Responsible for assisting with undertaking audits across the DCA Panel, to include: <ul style="list-style-type: none"> ○ Agency take on and termination ○ Annual compliance audits ○ On-going account level/performance audit ○ Sampling and quality account and call listening audits to ensure compliance with policies ○ Action planning, report writing and follow-up • Maintain and monitor agency dashboards and reports • Be the point of escalation for the Operations Team for persistent Agency Service Level Agreement breaches • Ensure that the service delivered by the DCAs fully meets the needs of external customers, industry bodies, regulators and all legal requirements • Assist in ensuring quality MI is produced and utilised to enable compliance performance to be monitored and measured in an accurate and timely manner • You will also be responsible for working with the Agency Management team to guarantee the successful delivery of financial results for TDX Group client portfolios from the Agency Panel
<p>Communications and work relationships</p>	<p>You will be responsible for interacting with analytical resources, performance and client management team, IT and Operations Team. You will also be responsible for providing effective support to the Agency Managers to help them enhance TDX Group's relationship with our Debt Collections Agencies.</p>

Skills and experience

Mandatory Experience

- Experience of working within a dynamic compliance and operational environment
- Experience of Audit and compliance monitoring of 3rd parties
- Knowledge and experience of debt collection industry regulation, legislation and code of conduct guidelines
- Understanding of Business, IT, Finance and HR compliance aspects relevant to the debt collection compliance
- Experience of managing third party debt collection agency relationships
- Clear evidence of being able to measure, and manage debt recovery compliance activity

Mandatory Skills

- Client driven and able to handle multiple priorities in multiple environments with an ability to work well under pressure
- Track record of process improvement and effective problem resolution
- Excellent organisational skills and ability to prioritise workload
- Excellent communication skills, both written and verbal
- Experience of managing customer requirements and expectations
- Excellent analytical and problem solving skills
- Willingness to take ownership and confidently deal with people at all levels, internally and externally
- Forward thinking, can plan ahead effectively, motivate and inspire team members
- Negotiation and influencing skills that can be used with internal as well as external groups to achieve results and build meaningful working relationships

Desired Experience and Skills

- A background within the financial service/collections/debt industry
- Business Compliance qualification(s)
- Project Management training /accreditation
- Process Improvement training / accreditation