Compliance Manager (SFS)

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| **Budget:** | n/a | **Function:**  | Compliance |
| **Line Manager:** | Head of Compliance | **Direct Reports:**  | 2 |
| **Our Vision** |
| Improving access to healthcare for all in the UK to:* Lead your best life
* Prevent you from getting a disease you’re at risk of
* Access the best in care (digital where possible, physical where necessary)
* Manage your long-term condition
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| **Your Role** |
| As the Compliance Manager for Simplyhealth Funding Services (SFS) the roleholder will work in close partnership with group business stakeholders providing excellent stakeholder management and technical support on compliance related matters. The roleholder will identify and share professional and regulatory risks to the business and work with stakeholders to enhance controls as appropriate This will include promoting an open line of communication between Compliance and the business to provide the business with updates on current compliance initiatives and projects and guide them on how to navigate group control and governance.The roleholder will be the compliance lead for SFS and will be responsible for managing a team of two compliance consultants, ensuring they are competent and perform effectively in their roles, and setting out the broader compliance strategy for SFS in conjunction with other senior leaders in the Risk and Compliance team. SFS is the part of the business that has credit broking and lending permissions, and as such incorporates our start up business, Practi. The roleholder will own and drive the day to day compliance activities for the SFS and Practi, including playing a leading role in supporting from a second line perspective the network of Practi’s Introducer Appointed Representatives. They will also proactively identify opportunities and risks to Practi, ensuring they add value through each phase of the process. A key aspect of the role is to support the leadership team in driving the growth agendas, shaping better customer propositions and creating highly effective and lean sales and service organisations with clear alignment to Simplyhealth’s core purpose: to improve access to healthcare for the many, for the long term. They will also need to be able to identify key regulatory risks and make recommendations on how to mitigate these.The Compliance Business Partner is a senior member of the wider Risk and Compliance team, supporting the Senior Leadership Team (SLT) in driving the agenda of the wider team with clear alignment to Simplyhealth’s core purpose; to improve access to healthcare, for the many, for the long term. |
| **Your Responsibilities & Accountabilities:** |
| * Build and maintain positive and proactive relationships with leaders and colleagues across the group, supporting on all aspects of compliance to Simplyhealth Funding Services.
* Work closely with stakeholders to understand compliance challenges, suggesting and implementing solutions.
* Act as first point of contact for all compliance related activities, providing expert guidance and advice to stakeholders.
* Take the compliance lead in relation to supporting and challenging the product and commercial function within SFS and Practi.
* Line management and support for the performance and development of two Compliance Consultants within the Compliance function.
* Providing guidance and oversight to the team to ensure thorough implementation of compliance risk frameworks and adherence to compliance-related policies and procedures
* Manage the team’s effectiveness ensuring they are able to attain and maintain competence, adhere to regulatory processes and have the ability to confidently and effectively perform their role
* Lead the team undertaking all line management responsibilities such as coaching, 1-1s, performance reviews, and absence management etc.
* Supporting the professional and technical development of the team to evaluate, review, investigate, challenge, and mitigate potential customer and regulatory risks
* Collaborating with the team to provide professional regulatory advice to the CRO, CEO, Group Board, ELT, and SLT
* Ensuring that the team advocates and demonstrates the value of effective regulatory risk advice and provides training across all areas of the Group
* Providing oversight and assurance that customer outcomes resulting from the team's advice are commercially advantageous and within Group Risk appetite
* Working with the team to monitor the Group's compliance with Financial Services regulatory requirements
* Collaborating with Assurance and business teams to ensure Simplyhealth's compliance with relevant regulations
* Ensuring the team's compliance with the Health & Safety policy statement and procedures and providing guidance on incident reporting to the line manager.Supporting broader enterprise-wide risk framework development initiatives (e.g., Operational Risk & Cyber, Data Protection)
* Support with regulatory reporting and correspondence
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| **Key Connections:**  |
| 1. Simplyhealth Leadership Team and their reports across the Group
2. Group Risk and Assurance Team
3. Group Legal team
4. Business Teams
5. Regulatory professional bodies
6. Compliance professionals in other firms
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| **Key Experience:** |
| * Compliance and risk knowledge and experience across consumer products, including building and executing compliance frameworks and compliance and risk monitoring (CONC, SYSC, ICOBS, SUP & SM&CR).
* Comprehensive understanding of the FCA appointed representative regime and regulatory requirements and obligations within it.
* Ability to undertake risk, compliance, and control activities in a complex financial operation
* Skilled communicator with the ability to influence and motivate others
* Strong problem-solving and decision-making skills, with the ability to analyse complex information to identify key issues/actions and drive resolution
* Experience in providing compliance advisory support at a senior level and across the organisation, ideally in a partnering capacity.
* Line management experience and ability to provide guidance and mentorship to team members
* Broad and pragmatic thinker, capable of quickly interpreting information and presenting arguments in a clear and reasoned way
* Some experience of payment regulations would be beneficial
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| **Our Values** |
| Health and access to healthcare have never been more important. With this comes endless exciting possibilities for innovation and growth. The market is evolving quickly, so we need to ensure our customers have access to the leading-edge health solutions they expect and deserve, now and for generations to come. **We’re living in extraordinary times…**By reinventing ourselves, we will reach more customers, giving them increased access to affordable healthcare and unlocking our growth potential. This next chapter is about transformational change for us.**This is our time to survive, drive and thrive…**This is our chance to get ahead and stay ahead. We will ensure our commercial success by moving into new areas of healthcare, and leading with preventative, breakthrough solutions. We will use innovative digital tools, embracing technology to create new partnerships and opportunities. We are passionate about helping every generation lead better lives and get the care they need in real time. To make this a reality, we need to challenge our ways of working, whilst keeping the customer at the heart of everything we do. To *really* make a difference, it’ll take every single one of us across Simplyhealth to step up. **Our cultural movement...**To act with **courage and curiosity**, so we can unlock the opportunities to help customers, colleagues and communities. To operate with **trust and kindness**, working alongside customers, delivering what they need to live their best lives, as well as supporting colleagues as they strive to be their best. Spotlight our passion for **All together healthier**, focusing on self-care and nurturing relationships. We must ensure we are a strong team - one that’s able to build healthier lives for all. We each have an important role to play in this next chapter. Everyone has the freedom to innovate and make a difference for our customers. We need to act at pace and take on newer, braver, creative approaches. We shouldn’t be afraid to fail fast and learn quickly. By being curious and continually pushing ourselves and each other, we will find new and better ways. |
| **Our Behaviours** |
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| Courage and Curiosity | Trust and Kindness | All Together Healthier |
| ***So we deliver profits for a purpose*** | ***Because our customers, colleagues and communities are at the heart of what we do*** | ***Enabling better health outcomes together*** |
| * We make bold decisions and take considered risks, with customer and commerciality front of mind.
* We make things happen and keep things simple.
* We always take the initiative and hold ourselves accountable for the delivery of great results.
* We ask questions and listen intently as every viewpoint and capability counts, and we have the courage to be honest and say what we think.
 | * We invest in relationships to build trust and rapport.
* We listen carefully always trying to find ways to add value.
* We treat each other with care, compassion and kindness, celebrating and embracing differences.
* We strive to make a difference in society, unlocking opportunities for those in need.
 | * We help every generation take control of their health.
* We start with self-care so we can show up at our best, every day.
* We are full of energy and pride in what we do. We focus on self-development to learn and grow, so we can stay up to date and add value.
* We innovate and collaborate on our best ideas. Together, we can drive the changes that are needed to help our business grow, and help our customers live their best lives.
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| * **We have a ‘smart working’ policy with flexible remote working. However, there may be a requirement to attend meetings at our Hampshire head office in line with government guidelines.**
* Some UK travel & overnight stays.
* Reasonable role and task flexibility expected given the seniority of the role.
* May be required to lead other business activities or projects in other parts of the Simplyhealth Group.
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