Compliance Policy Manager

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| **Budget:** | n/a | **Function:** | Group-wide |
| **Line Manager:** | Deputy Chief Risk & Compliance Officer | **Direct Reports:** | 1 |
| **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 | | | |
| **Your Role** | | | |
| The Compliance Policy Manager is responsible for advising, technically inputting, developing, implementing, and maintaining compliance frameworks, policies and procedures that align with the Financial Conduct Authority and Prudential Regulation Authority regulations across the Group. The role will lead on assessing regulatory requirements, advising on steps to be taken to ensure compliance with emerging and existing regulation and managing risk associated with non-compliance. The role will also provide line management support and guidance to Simplyhealth’s Compliance Monitoring Manager, thereby overseeing delivery of the annual Compliance Monitoring plan.  Key responsibilities include policy development in line with legislation and best practice, monitoring and reporting, providing training and guidance to key stakeholders across the Group and identifying and evaluating compliance risks. | | | |
| **Your Responsibilities & Accountabilities:** | | | |
| * To support the Risk and Assurance function and the business in providing technical expert knowledge on technical and emerging compliance policy matters, supported by strong understanding of regulatory rules and principles and experience of their practical application and implementation * To be the subject matter expert ensuring that regulatory policy advice and support has been provided across the Group and that the resulting outcomes are within Group risk appetite whilst giving commercial advantage. * To support oversight of the Group’s compliance with Prudential regulatory requirements, including Solvency UK. * Own, and be the lead contact for, day-to-day and technical contact with the PRA and FCA (delegating communications where required and appropriate) * Support the relationship with the PRA and FCA in terms of horizon scanning, compliance assessment, Group regulatory permissions, day–to day management of SMCR, waivers and regulatory reporting as directed. * Lead on the creation and updating of compliance policy to reflect regulatory changes and best practice * Monitor and report adherence with compliance policy, escalating where necessary * Provide advice to other senior leaders in the Risk and Assurance function including the Senior Compliance Manager, Compliance Consultants, the Deputy Chief Risk and Compliance Officer and the Chief Risk Officer on matters of technical regulatory policy interpretation, non-compliance, regulatory reporting and notification, etc as directed. * Provide line management and guidance to the Compliance Monitoring Manager, who will execute the delivery of the Group’s Compliance Monitoring plan. * Provide training and guidance to key stakeholders on compliance matters, promoting a culture of compliance across the group * Be part of a flexible and responsive Assurance Team (without silos) taking responsibility for a range of priorities including those outside of the Function to which you are aligned. * The role holder will be technical expert within regulatory policy compliance, confident in their skills and ability, operating mostly within familiar areas and boundaries of their role. * They will have ownership for achieving and improving personal performance, acting on opportunities in their role and seeking new opportunities to develop. A focus will be on achieving personal goals/daily targets and having a personal impact on the goals set for the wider team. They will be open to personal feedback and work on leveraging strengths in their development areas whilst building positive relationships with team members and stakeholders, showing an awareness of different perspectives and styles. * They will be confident to speak up in meetings and state their opinions, spotting opportunities and escalating issues to improve their own performance and processes and costs at team level. * They will follow well defined priorities within a given framework and manage with a small degree of ambiguity and will have a clear understanding of how their role fits into the bigger picture and show curiosity to understand the bigger picture. * Work closely with key stakeholders across the group including operational and legal teams to ensure comprehensive compliance coverage. | | | |

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| **Key Connections:** |
| 1. Simplyhealth Leadership Team and their reports across the Group 2. Group Legal team 3. Business Teams 4. Regulatory professional bodies 5. Compliance professionals in other firms |
| **Key Experience:** |
| * Subject expertise and practical application of Regulatory Risk and Compliance advice at Group level gained in a senior role, demonstrating familiarity with compliance frameworks and practices * Extensive understanding of FCA and PRA regulations and guidelines * Proven experience in developing, implementing and reviewing compliance policies and procedures * Knowledge of industry best practice with solid relationships with external bodies and network forums * Proven expertise in both Conduct and Prudential regulatory risk * Demonstrable experience of collaborating with various stakeholders, including senior leaders, legal teams and operational teams to ensure compliance policy is understood and followed |
| **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.  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 cultural movement...** |
| **Our Behaviours** |
| |  |  |  | | --- | --- | --- | | 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. |