

# Compliance Officer

June 2022



Charity  
bank

# About **Charity Bank**

Charity Bank is the loans and savings bank for people who want to make the world a better place.

Our vision is for a society that fosters vibrant communities and a healthy planet, giving every individual the opportunity to thrive. Charity Bank is 'of the sector and for the sector', 100% owned by charities and social purpose investors and dedicated to supporting UK charities and social enterprises.

We use our savers' money to make much needed loans to enterprising organisations working to create lasting social change in communities across the UK. Since 2002, we have used the money saved with us to provide over £350 million of loan finance to a wide range of organisations across the arts, community, education, environment, faith, health, housing, regeneration, social care and sports sectors.

Our loans are used for a wide range of purposes, from providing accommodation for vulnerable refugees to action sports centres for young people looking for a safe place to skate to residential and respite care centres for those with profound disabilities.

Our co-workers are inspired by the organisations that we support and highly motivated to better equip these charities and social enterprises to help the disadvantaged, enrich lives and make our communities better places to live.





# Why **work for us?**

No matter what your role is at Charity Bank, you will be making an essential contribution to the positive social value creation that is the very reason for Charity Bank's existence.

For every loan that we make and the impact that this has on the organisations we lend to and the people that they serve, we can all say, "Wow, look what we helped to create!"

If your values align with Charity Bank's, the role matches what you are looking for, and our mission and work excites you – we invite you to apply to join us!

## **Equality, Diversity and Inclusion**

At Charity Bank, we want our team to reflect the diverse communities, organisations, and people that we work with. We are committed to being an inclusive employer and great place to work and we strongly encourage applicants from diverse backgrounds to apply.

We have implemented policies to support this aim and are proud to offer flexible working practices and a caring culture. If you need any reasonable adjustments for any part of the recruitment process and/or working environment, please let us know, in confidence, so we can discuss these with you.



## **Values**

**Working in harmony**

**Mutual respect**

**Being the change**

# Role Profile

Job Title:	<b>Compliance Officer</b>
Contract:	<b>Full Time, Permanent (flexible working considered)</b>
Location:	<b>Main base Tonbridge, remote or hybrid working will be considered; however, regular time for teamworking in the Head Office will be required</b>
Reporting to:	<b>Head of Compliance (HoC)/Money Laundering Reporting Officer (MLRO)/Data Protection (DP) Lead</b>

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## **Overall Purpose of the Role:**

The team covers Compliance, Financial Crime/Anti-Money Laundering (AML), Data Protection (DP)/General Data Protection Regulation (GDPR) and Operational Risk – collectively termed as the “Compliance” team within this role profile.

This role is to provide support to the Head of Compliance (HoC) and other members of the Compliance team in the development and delivery of a comprehensive risk and compliance framework that enables the Bank to meet regulatory requirements on an ongoing basis across the above four areas.

The role will assist in the oversight and maintenance of effective Compliance/AML/GDPR arrangements and the management of Operational Risk.

## **Dimensions of the Role:**

No direct reports.

## **Key Contacts:**

### **Internal**

- All staff/departments
- Board, Audit Committee (AuditCo), Risk Committee (RiskCo), Executive Committee (ExCo)

### **External**

- PRA/Bank of England, FCA, ICO, FSCS, FOS
- UK Finance and other industry bodies
- Auditors and legal advisors
- NCA/law enforcement agencies

## **Other Requirements:**

- Occasional long hours

# Key Accountabilities

## **Compliance/AML/DP/GDPR**

1. Contribute to the development/establishment of adequate in-house controls and compliance procedures and maintain appropriate records/registers.
2. Contribute to the development of the Compliance Monitoring Programme (CMP) to meet the needs of the business and regulatory system and undertake business wide reviews covering SYSC, COBS, DISP, TC, BIPRU, SUP, Data Protection/GDPR and JMLSG requirements within the agreed framework for Treating Customers Fairly (TCF)/Conduct Risk; provide reports to the HoC /management team on findings.
3. Provide support for ensuring appropriate AML and DP/GDPR arrangements are in place and relevant legislation is complied with. Investigate/submit reports, as relevant, to the appropriate agencies.
4. Undertake ongoing sanctions monitoring (HMT, OFAC), investigating/resolving potential matches.
5. Review Data Protection Impact Assessments (DPIAs) and liaise with the business to finalise ahead of final sign off by the DP Lead.
6. Review/approve financial promotions and undertake reviews of Self Sign-Off (SSO) promotions.
7. Review regulatory papers and monitor outside developments to determine relevance/impact on the business – communicating to Compliance team members and other stakeholders proposed/pending regulatory changes and their likely impact on the business so that the Bank can put appropriate processes in place to meet future regulatory requirements.
8. Draft/maintain policies (including the Compliance Manual) falling within the remit of the Compliance team - ensure these are kept up to date and meet requisite regulatory/legal requirements and standards.
9. Act as alternate for the HoC in attending internal and external meetings, where required (in conjunction with colleagues in the Compliance team).
10. Assist with the preparation of reports and management information and prepare/submit regulatory returns.
11. Provide advice, training and guidance to the business on regulatory matters (including complaints) and support training administration.
12. Support Internal/External Audits and tracking resultant action plans.
13. Maintain an up to date knowledge/awareness of relevant regulatory issues/future trends.

## **Risk**

1. Lead the co-ordination, analysis and reporting of operational risk, providing support and challenge to the business teams through reviewing department risk registers and co-ordinating operational risk events.
2. Provide general risk support to the Chief Risk Officer (CRO) assisting in the delivery of a proportionate and effective Risk Management Framework, including the identification, analysis, mitigation and reporting of risk across the business.
3. Provide technical advice/guidance on risk matters and assist the CRO with reviews, as required.
4. Help to identify new regulatory/infrastructure developments that may affect the company's risk profile.

## **General**

1. Undertake general administration duties, project work and minute meetings, as requested, and participate in staff forums/meetings, as appropriate.
2. Contribute to the effective and efficient running of the Compliance function; represent the team appropriately across the organisation and Charity Bank suitably to the wider community

# Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Minimum 2/3 years' experience in Compliance in a financial services environment</li> <li>▪ Working generalist Compliance knowledge, with at least 1 of the following:               <ul style="list-style-type: none"> <li>○ Financial Promotions</li> <li>○ DP/GDPR</li> </ul> </li> <li>▪ Knowledge and good understanding of PRA/FCA rules and guidance</li> </ul>	<ul style="list-style-type: none"> <li>▪ AML/Financial Crime</li> <li>▪ MLRO/Deputy MLRO experience</li> <li>▪ DP Lead/DPO experience</li> <li>▪ Experience of undertaking Compliance monitoring programmes/reviews</li> <li>▪ Experience of liaising effectively with the regulator and third parties</li> <li>▪ Experience in a small bank, building society, large credit union or community bank</li> <li>▪ Minute taking experience</li> <li>▪ Experience of operational risk frameworks and an understanding of the key risks and controls that exist in the principal operational areas of a small financial services firm</li> <li>▪ Understanding of the needs of and issues facing the third sector</li> </ul>
<b>Attainments</b>	<ul style="list-style-type: none"> <li>▪ Graduate calibre/Bachelor's degree or equivalent/relevant industry qualification</li> </ul>	<ul style="list-style-type: none"> <li>▪ Further industry specific qualifications</li> </ul>
<b>Special Aptitudes</b>	<ul style="list-style-type: none"> <li>▪ A self-starter, able to work on own initiative to deliver high quality outcomes within agreed timescales</li> <li>▪ Meticulous attention to detail; highly organised; systematic in approach</li> <li>▪ High level of common sense; sound judgement; practical and pragmatic</li> <li>▪ Able to manage competing priorities and balance stakeholder interests alongside them</li> <li>▪ Computer-literate: MS Office as a minimum</li> <li>▪ Excellent presentation and verbal and written communication skills, to be able to inform and persuade both orally and in writing and communicate effectively with a variety of audiences</li> <li>▪ Numerically competent</li> <li>▪ Ability to produce comprehensive reports</li> <li>▪ Ability to interpret legislation and regulatory literature</li> <li>▪ Negotiating and influencing skills</li> <li>▪ Persistence, an eye for detail and ability to complete projects and keep to deadlines</li> </ul>	

# Person **Specification**

- Disposition**
- A high degree of personal integrity, trustworthiness and confidentiality
  - Pragmatic, resilient
  - Good interpersonal skills
  - A strong commitment to Charity Bank's mission and values
  - Influencing skills – good at getting a message across
  - Open to challenge and willing to learn
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- Thinking Style**
- Proactive in identifying problems and presenting possible solutions
  - Flexible and willing to adapt to changing priorities
  - Process-driven, able to review and improve processes and procedures
  - Good at evaluating customer needs through effective questioning and quickly assimilating information from a wide range of sources
  - Punctual and reliable
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- Motivation**
- Committed to own continuing personal development
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- Circumstances**
- Willing to be flexible/work long hours on occasions to meet deadlines



# The **benefits**

In addition to salary Charity Bank offers a generous benefits package.

## Available at point of joining:

- **Employee Assistance Programme** – Health/Work/Life concerns 24/365
- **Perkbox** – employee discounts and deals to help save money
- **Contributory Pension Scheme** – auto enrolment in place
- **Annual Leave** – 25 days per annum plus bank holidays, pro-rata in year of joining (and also for part-time), with opportunity in increase to a maximum of 30 days (pro-rata)

## Available after successful trial period:

- **Life Assurance** – 3 x salary paid to beneficiaries if death in service
- **WeCare** – free access to online 24/7 GP and Second Medical Opinion service
- **Private Medical Cover**
- **Car or Season Ticket Loan Scheme**
- **Computer Loan Scheme**
- **Give as You Earn Scheme** – charity donations of up to £250 pa are matched by Charity Bank
- **Additional Annual Leave Purchase Scheme** – up to 5 days (pro rata)
- **Personal Days** – 2 additional paid days leave per annum (pro-rata)
- **Volunteering** – opportunity to volunteer at a charity, social enterprise or community group up to a maximum of 50 hours per annum



**Registered Office:**

The Charity Bank Limited, Fosse House, 182 High Street, Tonbridge, TN9 1BE. Company registered in England and Wales No. 4330018. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register No.207701. Member of the Financial Services Compensations Scheme (FSCS).

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