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| **Role title:** | Senior Group Compliance Officer | **Responsible to:** | Executive Director - Risk and Compliance |
| **Division:** | Group Risk and Compliance | **Department:** | Group Risk and Compliance |
| **Direct Reports and Level:** | Direct reports * Group Compliance Monitoring Managers (x2 – UK)
* Responsible Officer – Hong Kong (dotted line)
* Key individual – South Africa (dotted line)
 | **Scope:** | Governance, compliance and control frameworks across the MPS Group (MPS) |
| **Scale:** | N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Guide 1 | **Role Family** | Group Corporate Functions |

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| **Overall Role Purpose** |
| The purpose of the role is to lead the fostering of a member-focused and appropriate compliance culture across the MPS Group which supports the delivery of financial security of our membership fund. This requires the development and management of effective and appropriate compliance and control frameworks to ensure the business remains within agreed risk appetite as set by the Council. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Leadership** * Provide leadership across the Risk and Compliance Division and in particular the Compliance team to deliver on the overall corporate strategy, business performance, leadership of teams that reinforces the desired culture and delivery of strategic priorities.
* Contribute to the development and delivery of the Risk and Compliance strategy to plan, cost and quality.
* Support the continuous development and implementation of an appropriate risk strategy (based on three lines of defence) and controls which support the delivery of the business strategy and corporate objectives to enable sustainable growth and financial security of the membership fund.
* Support the Executive Director of Risk and Compliance in working closely with stakeholders across multiple work streams to ensure the firms transformation programmes comply with the FCA handbook and all other appropriate regulatory and legal requirements.
 | * Reviews completed Vs plan
* R&C engagement index vs plan
* R&C leadership index vs plan
* Compliance framework in place and being actively managed
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| **Financial*** Support the Divisional setting and delivery of operational budgets ensuring an efficient and effective operating model which minimises cost and maximises financial sustainability without compromising the member experience
 | * R&C operational budget vs plan
* Deliver compliance operational MI Vs Plan
* Compliance metrics and reporting produced to standard by SLA
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| **Member*** Monitor and provide robust challenge of emerging risks and issues arising from business activities which fail to deliver appropriate and consistent outcomes for members or are likely to have a material adverse effect on the Group, its operation or financial security
* Provide advice and support to the business to ensure the Company is compliant with the regulations that affect MPS, its members and colleagues.
 | * Internal Audit findings
* Net promoter score
* Member Experience Vs plan
* Member feedback
 |
| **People*** Provide strong leadership to ensure the training, competence, performance and engagement of all employees in Risk and Compliance ensuring all have clarity on their accountabilities and comply with all governance, policy standards and processes.
* Build a strong pipeline of talent and succession across Risk and Compliance for the benefit of MPS which will mitigate workforce planning risks and maximises the performance and potential of colleagues.
 | * Engagement Index Vs MPS
* Leadership Index Vs MPS
* Strong Talent and Succession Plans
* HR Metrics – attrition, absence
 |
| **Risk*** Create an environment where all colleagues recognise the importance of risk identification and management.
* Lead the design and implementation of an effective compliance framework which supports effective risk management across the business.
 | * Audit Actions
* Conduct risk management information
* Reputation with regulators
* Reputation with Lloyd’s partners
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| **Responsibilities (RACI)** |
| * Provide hands on support to ensure deliverables arising from the MPS transformation programmes comply with the relevant regulatory and legal requirements.
* Through a regulatory lens provide input and/or advice on organisational design, policies, processes e.g. recruitment; fit & proper requirements; training and competency arrangements; financial promotions processes; product governance arrangements; sales and distribution processes; financial crime
* Continuously champion the compliance and risk management agenda across the Organisation.
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
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| **Key Governance Responsibilities** |
| * Insurance Operations Management Group (Member)
* Insurance Management & Product Oversight Committee (Attendee)
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Organisation |
| Building Capability in Self and Others | Leading Organisation |
| Influencing Others | Leading Organisation |
| Collaborating for Results | Leading Organisation |
| Leading Self and Others | Leading Organisation |
| Commercial and Risk Thinking  | Leading Organisation |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** |  | * Experience in policy writing and framework development
* Ability to work with business areas at all levels to constructively input and challenge where appropriate.
* Ability to find solutions that will work with Business stakeholders.
* Demonstrate thought leadership in compliance.
 | * Compliance experience within the regulated insurance industry is mandatory.
* Detailed knowledge of the FCA/PRA rulebooks and their practical and proportionate application.
* Good understanding of the Insurance Distribution Directive (IDD) and its practical application
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| **Desirable** | * Qualification in compliance or risk management (or associated qualification)
* Understanding of the Lloyd’s Minimum Standards and their practical application
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