

# ROLE PROFILE

<b>Role title:</b>	Group Compliance Monitoring Manager	<b>Responsible to:</b>	Senior Group Compliance Officer
<b>Division:</b>	Risk & Compliance	<b>Department:</b>	Risk & Compliance
<b>Direct Reports and Level:</b>	N/A	<b>Scope:</b>	Monitoring and implementing compliance framework across the MPS Group (MPS)
		<b>Scale:</b>	N/A People N/A Budget N/A income
		<b>Regulated Function(s) Held:</b>	No
<b>Evaluation Level</b>	Implement	<b>Role Family</b>	Technical

## Overall Role Purpose

Work alongside the Senior Group Compliance Officer to ensure MPS can evidence compliance with its business and regulatory/legislative requirements. To support the Senior Group Compliance Officer in the oversight of the MPS Compliance Framework and all its component parts.

Accountabilities (RACI)	Measures of Success/KPI's
<b>Operational</b> <ul style="list-style-type: none"> <li>Implement and maintain the MPS Group Compliance Monitoring Plan to deliver compliance with business and legislative and/or regulatory requirements.</li> <li>Regularly monitor business areas systems and controls to ensure policies and processes are being adhered to and to identify any areas of weakness.</li> <li>Work with Business Areas to ensure that deadlines are understood for business and legislative and/or regulatory reporting obligations.</li> <li>Continually monitor for regulatory developments and assist with implementation of any change required by Lloyds, the FCA or any other home state regulator.</li> <li>Maintain records to satisfy evidential requirements of compliance, including financial crime.</li> </ul>	<ul style="list-style-type: none"> <li>Delivery of Group Compliance Monitoring Plan</li> <li>Completion of planned thematic reviews against plan</li> <li>All regulatory reporting completed on time</li> <li>All business areas kept up to date with upcoming change in regulation</li> <li>Successful audit from Internal audit or third party partners.</li> </ul>
<b>Financial</b> <ul style="list-style-type: none"> <li>Ensure that all spend is managed within organisation policy reporting on variance to budget to the Risk and Compliance Leadership team</li> </ul>	<ul style="list-style-type: none"> <li>Expenses and other costs managed within departmental budget and Group Policy</li> </ul>
<b>Member</b> <ul style="list-style-type: none"> <li>Monitor for and provide robust challenge of conduct and regulatory risks and issues arising from business activities which fail to deliver appropriate and consistent outcomes for members</li> </ul>	<ul style="list-style-type: none"> <li>Conduct Risk is being actively managed across MPS</li> <li>Net promoter score</li> </ul>
<b>People</b> <ul style="list-style-type: none"> <li>Support the design and delivery of training for colleagues preparing for professional qualifications and perform ongoing monitoring of staff training to ensure a policy of continuous professional development is maintained as required.</li> <li>Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes.</li> </ul>	<ul style="list-style-type: none"> <li>Fit for purpose compliance/regulatory training programme in place and being delivered</li> <li>Delivery of Personal Development Plan to plan</li> <li>One to one / performance review meetings Vs Plan</li> </ul>

Date Developed: July 2019  
Date of last review: N/A  
Date of next review: July 2020

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## Risk

- Work with all business areas to provide support and challenge in their identification and management of their compliance and conduct risks
- Assist in the creation of an environment where all colleagues recognise the importance of identifying and managing compliance and conduct risk
- Oversight and challenge MPS systems and controls to ensure they are fit for purpose and mitigate compliance and conduct risk
- Identify and report compliance and conduct risks and issues across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues.
- Audit Actions
- QA Outcomes
- Conduct risk management information
- Reputation with regulators

## Responsibilities (RACI)

- Support the design and maintenance of compliance policies and procedures which meet business and legislative and/or regulatory requirements.
- Deputise for the Senior Group Compliance Officer for assigned areas of responsibility.
- As the compliance and risk landscape continually changes, keep abreast of evolving legislation and best practice; identify and recommend opportunities for MPS to become more efficient and effective in managing compliance and conduct risk.
- 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.

## Key Governance Responsibilities

- Facilitate reporting that will be utilised at the Executive and the Council.

Leadership Framework Competencies	Level
Fresh Thinking	Leading Self
Building Capability	Leading Self
Influencing Others	Leading Self
Collaborating	Leading Self
Leading Self and Others	Leading Self
Commercial and Risk	Leading Others

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	Knowledge and Qualifications	Skills	Experience
Essential	<ul style="list-style-type: none"> <li>Educated to degree level or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>Ability to work with business areas at all levels to constructively challenge where appropriate and add value by working with them to enhance business controls.</li> <li>Ability to assess risks that may arise and the impacts upon the Organisation, and find solutions that will work with Business stakeholders.</li> <li>Highly numerate</li> <li>Excellent attention to detail</li> <li>Excellent oral and written communication skills, including ability to influence and persuade.</li> <li>Excellent interpersonal skills to establish positive relationships with a wide variety of people.</li> <li>Integrity and ability to gain trust and respect of colleagues and external contacts.</li> </ul>	<ul style="list-style-type: none"> <li>Compliance experience within the regulated financial services industry (preferably insurance) with a strong leaning towards operational, conduct and compliance risk.</li> <li>Detailed knowledge of the FCA Handbook and Lloyds Minimum Standards</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>Recognised compliance qualification would be beneficial</li> </ul>		<ul style="list-style-type: none"> <li>Experience of working to embed Compliance Framework across an organisation</li> </ul>