

Job Description

Job Title	Compliance Manager
Department	Compliance (Claims)
Location	Bathgate, travel as business needs require
Reporting to	Operations Director
Line Manager to	Administrators
Key Relationships	Compliance Administrators, Customers, Clients, Senior Management Team, HR, Finance, All Everwarm Admin departments, relevant trades.

The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Everwarm. The job description outlines the main purposes in general terms only and is not intended to be prescriptive.

You may be required to carry out other duties in order to commensurate with the post. This will not change the character or purpose of the post but will be necessary to maintain high standards of business practice.

This job description, through Business reasons, may be altered from time to time to meet the changing needs of the Company.

Overview of the Role

The role of Compliance Manager is accountable and responsible for achieving submission KPIs and deadlines in line with relevant regulations, and the people management of the Compliance department.

Main Duties and Responsibilities:

- Ensure the policies, procedures, guidelines, systems and processes meet the regulatory and compliance requirements
- Manage monthly submissions to utility companies
- Keep up to date with the latest developments with regards to the utility companies, Ofgem, PAS and GDPR
- Update all involved individuals on any changes in legislation, compliance requirements
- Respond to Ofgem consultation documents and represent the company at industry events
- Engage and account manage funding providers, clients and sub-contractors to ensure lifetime bill savings calculations, forecasts and delivery are accurate
- Address and analyse technical monitoring and scoring failures
- Improve internal processes and systems to keep up with the changes in requirements
- Prepare monthly reports for the board of directors
- Team management
- Provide training on changes in legislation and compliance requirements
- Manage ECO budget
- Carry out HR duties for those line manager to including but not limited to probationary meetings, return to work, investigation, disciplinary, and performance reviews.

Qualifications

Desirable:

- Leadership and/or people management qualification e.g. SVQ Management Level 3/5/7; ILM recognised qualification or equivalent

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Person Specification

- Good understanding of Ofgem ECO requirements
- Very good attention to detail and the desire to improve systems and processes
- Ability to analyze complex information / reports and present it in a structured and coherent way to co-workers at all levels in the organisation
- Advanced skills in Microsoft package: excel, word, power point and adobe
- Ability to work on large excel reports
- Ability to carry out reconciliation of submitted jobs, re-scores and payments made
- Knowledge of Filemaker would be advantageous but not essential
- Ability to analyst contracts
- Ability to prepare in-depth reports

Additional Requirements:

- Disclosure Check
- Full Clean Driving License

What We Offer

- Competitive Salary
- Employer contributed pension scheme
- Employee Assistance Programme with 24 hours telephone and online access
- Generous sick pay
- 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- Sureserve Group Academy programme that acknowledges the success of our trainees and apprentices
- Sureserve Group Legends scheme, with a reward for the ultimate legend!
- Employee engagement events to bring together colleagues and families e.g. Everwarm Family Fun Day, Summer BBQ, Christmas Night out!
- Access to Flexible Benefits Scheme (including buy holidays, discount to retailers, bike to work scheme, Healthshield care plan, and many more).
- Work for PLC Company with option to join share save scheme.