



## **JOB DESCRIPTION – Quality Assurance Auditor**

### **MAIN DUTIES AND RESPONSIBILITIES OF THE POST**

#### **Purpose:**

#### **To:**

- Ensure company procedures and working practices generate no regulatory or financial risk to the business.
- Identify areas for improvement across the business, including feedback and training on policy, procedures or individual education as necessary.
- Management of wording within brochures, policies and terms & conditions, including version control.
- Program testing to ensure developments are assured prior to installation into the live system.
- Support the development of products and services offered by the Company, including their integration and automation into existing systems.
- Provide mutual support to the Compliance Officer during periods of absence.
- Coordinate with the Finance Assistant role and develop an effective understanding of that role.

#### **By:**

- Auditing and developing departmental working practices to ensure quality and compliance with regulation and implement revised practices and procedures, where required.
- Auditing departmental working practices to reduce/eliminate financial risk to the business and implement revised practices, where required.
- Auditing calls to ensure compliance with regulatory requirements including GDPR.
- Responsible for dealing with requests for disclosure under GDPR.
- Develop and maintain departmental operating procedures for training and development purposes.
- Maintain the Complaints Register and deal with all Company complaints following acknowledgement through to final response.
- Maintain accurate records on advertising.
- Undertake relevant checks on new broker applications including maintaining records for new and existing broker agreements.
- Maintain accurate record keeping and filing.
- Keep up to date with regulatory changes, cascading relevant information to the business.
- Maintain sign-off procedures and ensure brochures, literature and web content is accurate and compliant, with a well-maintained document library.
- Provide input to departmental Managers in respect of staff training and development.
- Providing the necessary support to the Finance Assistant as required.



## **Personal performance, conduct and development**

### Meet targets and take responsibility for own performance:

Remain abreast of current services offered by the company and be aware of changes to legislation by the Financial Conduct Authority (FCA). Cascade any information / changes in legislation to work colleagues.

### Work in Accordance with the company policies and procedures:

Be aware of and adhere to Company policies and procedures. Work in a way that meets the statutory requirements of employees under Health and Safety at Work.

### Flexibility and Team Work:

Work flexibly as part of a team to meet the need of the services provided by the Company. Value each team member's contribution and help colleagues to the best of their abilities.

### Professionalism:

Set a good example to other staff in attitude to work and general working practices. Deal with all colleagues in a professional manner. Maintain a professional working relationship with direct reports in order that there is no issue in dealing with any unacceptable performance and/or conduct.

Additional: You may be asked to carry out tasks that are in addition to those listed in the Job Description where required and within your capabilities.

## **What You Can Expect From Us**

- Attractive Salary dependant on experience
- Access to Pension Scheme
- Sick Pay Scheme
- Great Annual Leave Benefit
- Free Worldwide Multi Trip Travel Cover and discounted rate for family members
- Cash benefits linked to Personal Accident, Life Cover and Critical Illness
- Employee Rewards Scheme
- Commitment to Employee Learning and Development
- Access to Wellbeing Services and Discount Scheme
- Friendly working environment in Peterborough, convenient location close to the A1

## **About Us**

Our greatest strength is our people – professional, driven yet grounded and fun to work with. If our culture sounds like a good fit for you and you want to be part of our exciting journey then please send a copy of your CV to [jobs@generalandmedical.com](mailto:jobs@generalandmedical.com)