

### Role Profile

**Role Title:** Customer Relations Associate Temporary

**Department:** Complaints

**Reports To:** Complaints Manager

**Purpose of Role:** The primary purpose of this role is to support the Complaints Manager and the Business with the handling of all complaints; ensuring fair outcomes are achieved in line with company policy and regulatory requirements. This will include:

- Customer Complaints
- Third Party Complaints
- Root Cause/Trend Analysis
- Adhering to the Consumer Duty

Ensure regulatory and legislative compliance, including DISP/MCOB rules.

### Key Accountabilities:

- Investigate all assigned complaints in a consistent, fair and prompt manner and handle all issues in line with the company Policies, adhering to the Consumer Duty at all times
- Manage the Complaints inbox to ensure complaints are dealt with in a timely manner
- Provide support to the Complaints Manager
- Plan, organise and prioritise workloads to meet regulatory deadlines imposed by the FCA
- Support production of DSARs as and when required

### Performance Behaviours:

Gets results; Organisation and planning; Team working; Influencing others; Ownership; Focuses on the customer; Ethical and compliant behaviour

### Essential Skills/Qualifications:

- Experience of the Financial Services industry and supporting regulations including Consumer Duty (CD), Treating Customers Fairly (TCF) and Environmental Social and Governance (ESG) is preferred however training will be given where required
- Previous complaint handling skills in a financial services / regulated environment
- Excellent PC skills (Word, Excel and PowerPoint)
- Knowledge of DISP
- Strong communication skills both written and verbal
- Attention to detail
- Analytical and able to solve problems
- Ability to organise and prioritise own workloads
- Accustomed to using own initiative/being proactive
- Ability to work as part of a larger team

- Relationship Management skills
- Self-motivated, flexible with drive and enthusiasm
- Negotiating and Influence

**Desirable Skills/Qualifications:**

- CeMAP (TCF module desired, but not essential)
- Experience of the Financial Services industry and supporting regulations including Consumer Duty (CD), Treating Customers Fairly (TCF) and Environmental Social and Governance (ESG) is preferred however training will be given where required.

*This role could potentially involve a regulated activity and the job- holder will be informed and trained accordingly.*

**Our people embrace our values:**

<b>Fair</b>	We are open minded and make unbiased, consistent decisions.
<b>Accountable</b>	We take ownership of situations so that our customers experience efficiency.
<b>Customer first</b>	We understand what our customers want and build strong relationships.
<b>Transparent</b>	We communicate clearly and concisely, ensuring that we are open with information.