



BUSINESS CONTROL OFFICER

Department:	OneFamily Lifetime Mortgages (OFLM)
Reports to:	Business Control Manager
Direct reports:	0
Contract status:	Permanent
Hours per week:	37.5

Purpose of the role:

Conducting risk based monitoring reviews, both routine and thematic, to assess the extent to which the business complies with regulatory procedural requirements and relevant internal control standards put in place to ensure the Company meets external legal and regulatory requirements.

Key accountabilities:

- Assisting and drive completion of the First Line OFLM Monitoring plan.
- Assist in developing and implementing an effective compliance culture throughout the Company.
- Support regular reviews of the business units, key business processes and the activities of the Company to ensure continued adherence to and effective implementation of policies, procedures and regulations, for example Warranty requirements.
- Liaise with members of the Compliance team where necessary to seek guidance to ensure consistency and effective dissemination of best practice across the Company.
- Ensure prompt escalation of significant potential compliance issues to your Line Manager in the first instance.
- Contribute to the development of regulatory procedures by identifying areas of weakness and making suggestions for improvement.
- Produce accurate monitoring reports and ensure any issues identified from monitoring activities are addressed in a timely manner. This includes maintaining appropriate records of all monitoring activity.
- Keep up to date with industry knowledge to ensure appropriate competency levels are maintained.
- Any additional tasks required to meet business requirements

Skills, knowledge & experience:

- Mortgage experience (Equity release is preferable)
- Knowledge of business processes & procedures and the ability to offer solutions to the Company where issues exist.
- Good IT skills and a willingness to learn about new systems.

- Effective communication skills with colleagues.
- Good level of numeracy and literacy.
- Can identify potential risk/issues and seek advice/consultation when required.
- Results driven.
- MS office and other relevant IT systems proficiency

Values behaviours:

Our values help define who we are as OneFamily. They come from the beliefs we hold, the way we behave and how we want to work together for our customers.

- Work together
- Be innovative
- Make our members lives better
- Be trusted by customers
- Be the best

Our values are unique to our brand. They give us purpose and focus. They are vital in helping us all 'do the right thing'. If we are confident that we are true to our values, then we can be sure that we are doing the best for our customers.