

### **Quality Control Officer – Permanent, full time – hybrid working.**

This is a great opportunity to join Bath Building Society's Savings Operations team to provide vital support to the team surrounding the assurance of the Savings Operations control environment and coordinate the overview of controls performance across the Customer Services Department and Branches. In addition, you will play an integral part in delivering the Savings Operations BFA projects, produce and monitor vital MI statistics and work closely with the Compliance Department to ensure a risk management culture is embedded into our process and procedure.

The role is based at the Society's Head Office, but the successful candidate will have the flexibility to manage their own working pattern between home and office working subject to any training needs and core business requirements to be agreed with the Head of Savings Operations.

Located on Queen Square in the centre of the beautiful city of Bath, the Society has been serving the city and supporting our local community since 1904. As a mutual Society we are committed to being an employer of choice, creating a diverse and inclusive team, managing our environmental impact, and supporting our local community.

We are proud of the strong supportive culture at the Society. It's a highly collaborative environment with great team spirit and we're all passionate about providing a personalised service for our Members.

There's a lot of exciting business change initiatives taking place right now and you'll be working with great people who know their stuff and are committed to making change happen, while remaining true to the Society's core values.

### **What you will be doing:**

Reporting directly to the Head of Savings Operations, the Quality Control Officer will:

- Provide assurance of the Savings Operations control environment by undertaking the first line controls of the CSD team's tasks, and coordinate the overview of controls performance across CSD and branches, monitoring transactions in line with requirements.
- Review the status of non-standard customers, including Beneficial Owners, PEPs, and make decisions and/or recommendations as to whether customers are in risk appetite.

- Have a deep understanding of the Society's savings products and process used to service customers who open new accounts or transact on their accounts.
- Responsible for operationally managing bond maturities.
- Carry out first line compliance checks as set out in CSD manual and 4Risk.
- Maintain and develop the Savings Operations controls within the 4Risk system.
- Train new CSD team members on controls-related tasks, develop training material and deliver training on improved controls.
- Undertake the final review of customer payment transactions before these are authorised.
- Manage LISA claims and bonuses with HMRC.
- Occasionally provide cover for the Savings Services Manager, including to authorise Bankline transactions.
- Financial crime prevention: Liaise with Compliance team on 1st line transaction monitoring.
- Develop and maintain the controls-related sections of the CSD manual.
- Be aware of the day to day operational risks in the business and how they relate to the overall risk management of the Society.
- Undertake any other relevant tasks as requested by the HoSO.
- Provide input to projects/initiatives as requested by the HoSO.

#### **Qualifications and Competencies:**

- Professional and disciplined approach to see tasks through to satisfactory resolution.
- Influencing skills, to obtain buy in from colleagues at all levels, a champion of change
- Calm under pressure.
- Close attention to detail and high compliance standards.
- Analytical skills to extract the key relevant information from complex documents.
- Flexible problem solving to find solutions to the challenges of compliance.
- Organisational skills to plan priorities and maintain records in a manner that ensures information is easily accessible and understandable.
- Report writing and communication skills to ensure procedures and training are understandable and useful to colleagues.
- Strong team working skills and a positive attitude.
- Experience in financial services compliance/audit.
- Compliance knowledge of savings.
- A commitment to undertake compliance courses/training/qualifications, as required.

The role will often involve access to potentially sensitive information, so discretion is required at all times.

#### **Why should you apply?**

Here's just some of the reasons our colleagues love working at Bath Building Society:

- Central Bath location with hybrid working opportunities when the job allows
- Competitive salaries and a good work life balance, we don't expect you to work silly hours
- At least 27 days holiday (plus bank holidays) with the option to buy an additional five days
- A day off on your birthday
- A day off a year to take part in our community volunteering programme
- Generous pension scheme
- Life Insurance (four times your salary)
- Healthcare benefits after a qualifying period
- Colleague Forum
- Health & Wellbeing Forum
- Support from Mental Health First Aiders
- Refer A Friend scheme
- Sharing in Success: Annual bonus scheme based on both the performance of the Society and your individual performance
- Access to the Wider Wallet employee discounts portal to enjoy discounts off nationwide brands
- We also have regular social events and some of the best parties!

[Apply online here](#)

**Closing date:** 2nd August 2024

\*We reserve the right to close this vacancy early if we receive sufficient applications for the role. So if you are interested, please submit your application as soon as possible.