

Complaints Handler

Location: 23 Austin Friars, London, with opportunity to work from home

This is a 12 month, part time temporary contract. The hourly rate is £15-£21

Hours of Work: 4.5 hours per day

Overview: The Complaints Commissioner considers complaints against the Financial Conduct Authority, the Prudential Regulation Authority, the Payment Systems Regulator, and the Bank of England's functions relating to clearing houses and payment settlement schemes. The role of the Complaints Handler is to support our Investigator Team through the life of a case, including prioritising and responding to telephone and written enquiries, maintaining the database, and preparing case files. Successful candidates will have the opportunity to develop their careers by progressing into case investigation.

Due to the current environment and government advice, we are currently working from home, but note the contracted location of the role would be 23 Austin Friars, London. When we return to the office we will be looking at how we can work flexibly including homeworking.

Responsibilities:

- Logging and acknowledging correspondence
- Assessing and dealing with written and telephone enquiries including determining whether complaints fall within the remit of the Complaints Commissioner
- Liaison with regulators to exchange files, arrange meetings, etc.
- Keeping the database up to date
- Providing assistance to investigators including preparing files, issuing reports, publishing reports on the OCC website
- Providing assistance with subject access requests under the Data Protection Act 2018
- Undertaking any other duties, commensurate with the skills and experience expected for this role, which may be allocated by a manager.

Requirements:

Essential:

- Previous experience of undertaking complex investigations with minimal supervision
- Ability to assess complicated information, and deal with complex written queries.
- Strong prioritisation skills,
- Strong communication skills,
- Decision making skills,
- Ability to evaluate evidence using sound judgement and empathy,
- Resilience and ability to work under pressure, ability to work autonomously and take ownership for your own workload.

- Ability to plan and prioritise work accordingly to meet timescales and produce a high volume of work
- Sound administrative skills
- Excellent interpersonal skills and telephone manner
- Excellent oral skills, including the ability to handle difficult telephone calls sensitively and firmly
- Excellent written skills, including attention to detail and the ability to write in Plain English
- A good team member but with the ability to act on own initiative
- Absolute discretion and an understanding of the need for confidentiality
- Proven competence with computers including Microsoft Office and experience using computer software such as database systems, time recording systems, bespoke systems etc.

Desirable:

- Experience or knowledge of regulatory issues
- Experience or knowledge of financial services

If you are interested, please forward your CV and references to recruitment@frccommissioner.org.uk

Closing date 16 October 2020

Interviews: 19 and 20 October