



Experienced Lawyer

Location: Tower 42, 25 Old Broad Street, London with opportunity to work from home most of the time

This is a 12 month full time contract.

Hours of Work: 9 to 5 pm five days a week

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 Investigator includes dealing with complainants on the telephone, assessing and investigating complaints and drafting reports for the Commissioner to consider.

Role Responsibilities:

A seasoned professional with at least 5 years PQE with experience in financial services and policy work, the selected candidate will work on a variety of workstreams within the company.

The role involves:

- Prepare reports – which must be clear, fair, and in Plain English – for the Commissioner to consider.
- Ensure as appropriate that compliance with recommendations made to the regulators is monitored and evaluated.
- Provide advice and guidance to members of the public or representatives of bodies within jurisdiction as required and in accordance with the operational procedures and standards determined by the OCC.
- Keep abreast of current developments in regulation and current practices appropriate to the OCC's jurisdiction.
- Comply with Data Protection Law and OCC policies and procedures, particularly in respect of any personal data or confidential material.
- Undertake any other duties, commensurate with the skills and experience expected for this role, which from time to time may be allocated
- An important aspect of the role will be contributing to OCC's business development and such as writing articles and other materials, assisting with in house training seminars , and attending events on behalf of the firm.

Requirements:

Essential:

- A UK qualified lawyer.
- Experience advising on UK law in at least some of the firm's key focus areas whether in private practice or an in-house role.
- Excellent academics.

- A self-starter who is willing to assume responsibility for smaller matters
- Excellent work ethic and a commitment to producing work of the highest quality.
- First-rate communication, organisation, and time management skills.
- Strong interpersonal skills with the ability to work well both in a team and independently.
- A friendly and down-to-earth personality.
- Ability to assess complicated information, recognizing key issues in complex cases, in order to make reasoned decisions on the evidence provided
- Ability to plan and prioritise work accordingly to meet timescales and produce a high volume of work
- Ability to seek out facts, analyse information, and have good drafting skills.
- Ability to adapt to change and absorb new information and legislative change quickly
- Sound administrative skills
- A good team member but with the ability to act on own initiative
- Absolute discretion and an understanding of the need for confidentiality

Desirable:

- Experience of working constructively with governmental or other public agencies while maintaining independence
- Experience or knowledge of regulatory issues
- Experience or knowledge of financial services

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

Closing date 6 February 2024

Please note that feedback will only be offered to those who are invited to an interview.