Job Description

## Job Title: Client Care & Governance Analyst

##

**Reporting to:** Head of Professional Ethics & Risk Management

**Works with:** Professional Ethics & Compliance Team

**Contract:** Permanent

**Hours:** 9:30am – 5:30pm, Monday to Friday. Some flexibility is required from time to time to meet the professional requirements of the role.

**Salary**:Competitive

**Location:** London/Manchester/Leeds/ Liverpool (with hybrid home working opportunity)

**Benefits include:** 29 days’ holiday per annum inclusive of 4 days’ compulsory leave to be taken during the Christmas office closure, plus all public and bank holidays; contributory pension scheme; life assurance (4 times annual salary); interest free season ticket loan; childcare vouchers; cycle to work scheme.  We also have annual social activities and genuinely pride ourselves on having a supportive and friendly culture.

**About the Professional Ethics & Compliance Team:**

The Professional Ethics & Compliance Team support the work of the firm’s Compliance Officer for Legal Practice (COLP), the Compliance Officer for Financial Administration (COFA) and the firm’s other SRA Officers in promoting a firmwide culture of ethical conduct and regulatory compliance.

The SRA officers are partners, associates, and senior staff members with specific compliance responsibilities: Complaints Partner, Professional Indemnity Insurance Partner, Anti-Money Laundering Reporting Officer and Deputy Anti-Money Laundering Reporting Officer, Anti-Bribery Officer, Insurance Distribution Officer and Data Protection Officer.

**Overall purpose for this role**

The role holder will play an active role within the Professional Ethics & Compliance team in risk management, including assistance with complaints handling, potential claims notifications under our professional indemnity insurance policy, and maintaining ethical and compliant standards at Leigh Day. This includes support to the team to proactively mitigate risks to the firm and achieve compliance with the requirements of the SRA, the ICO and the firm’s Lexcel accreditation (which is the Law Society’s practice management standard).

**Main duties and responsibilities**

* Supporting the communication and delivery of requirements to manage risks and maintain compliance with the SRA’s Standards and Regulations, relevant legislation, internal policies and procedures, insurance policies and accreditations.
* Assisting with responses to internal queries received about complaints, potential claims notifications, regulatory requirements, policies, procedures, and management of potential breaches or concerns.
* Categorising and keeping records of relevant queries or reports received and any issues arising, for the purpose of capturing data to be analysed for risk mitigation or for external reports (e.g. to insurers, the Legal Ombudsman, the SRA.)
* Carrying out designated audits of files and auditing awareness of internal policies, reporting on the themes arising out of the audits and the actions agreed by Compliance with legal and business services teams to mitigate the risks identified.
* Maintaining relevant compliance registers, reviewing the effectiveness of actions implemented to make improvements, drafting/adding FAQs to a database/intranet
* Analysing data captured from records to help draft regular reports from Head of Professional Ethics to department heads and partners on operational risks and strategies for improvement
* Capturing data for reports by Head of Professional Ethics to department Heads and partners on strategic risks identified, their status and actions for mitigation.
* Information gathering and analysis for any reporting required for regulators or to internal committees assessing risks to mitigate.
* Gathering information and drafting for Compliance bulletins or the firm’s newsletter
* Carrying out follow up induction meetings with new joiners.
* Sharing with Compliance Analysts management of inboxes when required, (e.g. when Administrator is not available)
* Taking minutes of meetings as required
* Ad-hoc project work

**Person Specification**

* A good knowledge of SRA Standards & Regulations and data protection requirements.
* Previous experience in a similar role
* Proven ability to communicate accurately, clearly, and concisely, both verbally and in writing with a wide range of clients and various stakeholders.
* Ability to deal with confidential, sensitive information with trust, integrity, and confidence.
* Genuine interest to work with a leading claimant law firm and passionate about providing access to justice to all
* Demonstrable experience of using Microsoft Office applications
* Ability to organise and prioritise a complex workload and work to tight deadlines with a sense of urgency
* Excellent attention to detail.
* Willing and proactive, with demonstrable ability to take responsibility for your own workload.
* Proven ability to work and contribute to a team environment.
* Have the highest standards of professional ethics.