



Title :	Regulatory Change Analyst
Employment Type:	Permanent
Department :	Customer Experience
Location	Glasgow
Date	11.03.22
Closing date	23.05.22
Salary	Up to £34,000 DOE
Recruiter	Angela Higgins, please send covering letter and CV to angela.higgins@scottishfriendly.co.uk

At Scottish Friendly we want to attract the best talent to help us achieve our vision: **to be a leading UK mutual insurer through innovation, efficient customer services and responsible capital management**. Scottish Friendly is one of the most progressive mutual life insurance offices in the UK with over 150 years' worth of history in the financial services market. Based in Glasgow, Scottish Friendly is a dynamic and rapidly expanding financial services group dedicated to the efficient provision of a wide range of financial products and services. We employ circa 240 staff and we are growing.

As a friendly society, we don't have any shareholders, so all profits are used for the benefit of the customers. Our people are enthusiastic and passionate about saving and investing.

If you're inspired to join us, and have the necessary qualities, then this could be the opportunity you've been looking for.

The Role

This role is part of the customer experience function, you will be responsible for assessing the impact of regulatory change on Scottish Friendly's products and customer processes and identifying how we need to change to ensure we operate compliantly

- Interpret regulatory changes and assess the impact on customer process
- Define operational changes required to ensure compliance with regulatory requirements
- Work with key stakeholders across the business to identify gaps between current processes and regulatory expectation
- Engage key stakeholders across the business to deliver regulatory changes
- Design and deliver clear MI and Reports for Senior Management.
- Maintain an up-to-date technical knowledge of regulations relevant to a protection, life and pension provider

Candidate Specification

- Knowledge of the FCA's requirements and expectations for protection, life and pension providers is essential.

- Experience of the regulatory change process and defining the impact on operational processes
- Ability to `translate` regulations into business language for Senior Stakeholders and the wider business
- Structured approach to analysis - experience in defining requirements and performing gap analysis is essential
- Excellent communication skills - the ability to build relationships with key stakeholders and engage effectively at all levels
- Willingness and ability to take ownership of issues

We offer a competitive financial package and excellent benefits including generous pension, cycle to work, healthcare, access to EAP. We will consider full or part-time candidates for this role and are able to offer extremely flexible working hours. At the moment most of our roles are currently home-based.

We are an equal opportunities employer. We believe diversity brings benefits for our customers, our business and our people. We welcome applications from all individuals.