**Operations Compliance Officer – Business Services**

**Department, Ref: OCO/BS/AT/DEC23**

**Job Title**: Operations Compliance Officer (PE&CO) **Reporting to:** MPA and Data Compliance Manager

**Contract:** Permanent

**Salary**: *Competitive*, Provided upon request

**Location:** Manchester – hybrid

**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.

**Overall purpose for this role**

This is a new role based within the Professional Ethics and Compliance (PE&C) team to assist the legal and business services departments within the firm to ensure that the delivery of products and services by third parties are compliant with legal, ethical and regulatory requirements. The role requires engagement with external providers and internal stakeholders to maintain compliance and support the aims of the firm. The role holder will play an active part in maintaining compliance with statutory and regulatory requirements, including those of the SRA, the ICO and Lexcel accreditation.

This PE&C team work closely with the Head of the Compliance Committee, Compliance Officer for Legal Practice (COLP), Compliance Officer for Finance and Administration (COFA), Anti-bribery Officer, Money Laundering Reporting Officer (MLRO) and Data Protection Officer (DPO). They also work in cooperation with each department to implement best practice and monitor effectiveness in maintaining those standards.

**Main duties and responsibilities**

 Providing support to fee earners and business services staff with their queries on potential new services from third parties, available products and internal processes for compliance (e.g. due diligence and DPIAs).

* Working with the Project Management Office (PMO), the Head of Transformation and the Multi Party Action teams on the launch of new products/services and provide ongoing monitoring of existing products/services including review of changes to terms of service.
* Reviewing and advising on compliance and related compliance terms in new contracts.
* Developing and maintaining the firm’s register to monitor suppliers’ compliance with their and Leigh Day’s obligations examples: (data security, anti—bribery provisions) proactively monitoring action plans to improve standards, measuring their effectiveness and ensuring that milestones are being met.
* Providing advice to departments and teams, including statutory and regulatory changes when considering their current and future requirements for services and products.

 Assisting the DPO with the delivery of information security and GDPR requirements.

 Developing the format and content of reports for regular reporting to measure compliance with procedures (example: adherence to procedures after project launch, on an ongoing basis).

* Proactively working with different teams in the firm to ensure ongoing monitoring of products and procedures.

 Working with the PMO, and the IT team on the development of compliant processes and workflows when working with third parties and their systems.

 Working with the Learning & Development team and IT training teams on compliance training requirements.

**Performance Measured By**

 Ability to track and flag potential issues.

 Demonstrate initiative, flexibility, ownership and responsibility.

 Personal development and contribution to the overall objectives of the Firm.

 Good attendance and timekeeping.

**Person Specification**

 Previous experience of working within a legal services environment to assess/monitor the compliance of third-party suppliers providing products and services that would be used to support delivery of legal services.

 Ability to be pro-active, with previous experience of managing individual projects to

improve compliance standards.

* Experience in managing expectations from stakeholders at all levels of the firm.

 Demonstrable knowledge and ability to research, analyse and draft procedures.

* Previous experience of encouraging and monitoring projects within a legal firm.

 Demonstrable understanding of the SRA Code of Conduct, and its application.

 Understanding of data protection laws.

 Ability to work closely with members of the Partnership, other fee earners and

Business Services staff.

 Excellent written and oral communication skills.

 Educated to degree standard or equivalent.

 Excellent attention to detail.

 Excellent client facing skills demonstrated by work in an office.

 IT skills commensurate to the role.

 Have a can-do attitude.

 Analytical and ability to manage expectations.

 Adaptable and able to work in a busy professional work environment.

 Ability to deal with confidential, sensitive information with trust, integrity and confidence.

 Have the highest standards of professional ethics.