

# Compliance Support Officer

## > Governance and Risk > Governance

### What's it all about

Working in the Governance and Risk team, you will support regulatory assurance through data management, compliance reporting and process improvement in safeguarding NHG's regulatory obligations.

### How you'll make a difference

You will focus on strengthening NHG's compliance framework and governance standards. You will proactively drive compliance maturity by managing critical control tools such as the Compliance Calendar and Asset & Liability Register, leading audits, and supporting Directors with guidance and training to ensure regulatory obligations are met, risks are effectively managed, and a culture of accountability and integrity is embedded across the organisation.

### How you'll do it

#### Regulatory Compliance & Governance

- Support organisation-wide understanding and adherence to Consumer Credit Licensed product requirements and SM&CR obligations.
- Own and maintain the Compliance Calendar as a critical governance control tool, ensuring full alignment with NHG's regulatory compliance framework. This includes managing the PowerApps-based calendar and SharePoint repository, validating data accuracy, monitoring submission workflows, and driving timely completion of all external returns.
- Monitor overdue entries in the Asset & Liability Register, liaise with directors, and implement good practice standards.
- Collaborate with stakeholders to conduct audits using a risk-based approach, ensuring gaps are identified and corrective actions implemented.

#### Audit & Assurance

- Responsible for compliance assurance activities including quarterly audits using risk based approach on asset and liability monitoring, access control, and process improvement.
- Maintain audit spreadsheets and monitor corrective actions from internal and external auditors to ensure timely closure.

#### Continuous Improvement

- Implement recommendations from internal and external Auditors and embed best practices into compliance processes.

#### Compliance Portal Development & Oversight

- Ownership of the Compliance Hub. Ensuring all content is accurate, functional, and user-friendly.

#### Reporting & Data Analysis

- Analyse compliance data to identify trends, gaps, and areas for improvement across directorates, preparing targeted reports that highlight performance against regulatory obligations and monitor progress on improvement actions to drive accountability and continuous enhancement.
- Support the Head of Compliance on, data-driven papers for the Audit & Risk Committee and Executive Board, ensuring insights are clear, actionable, and aligned with governance standards.

#### Documentation Management:

- Maintaining accurate and up-to-date project documentation, including plans, reports, and action logs.

#### Training & Stakeholder Engagement

- Provide guidance and support to entry owners, during rollout of compliance tools and frameworks to ensure consistent application, accurate data capture, and alignment with NHG's governance.
- Support the Head of Compliance with delivering compliance workshops and knowledge-sharing sessions to ensure teams are equipped to meet regulatory expectations.

#### Policy & Regulatory Updates

- Develop, review, and implement policies that ensure full adherence to applicable regulatory and compliance requirements.
- Stay abreast of regulatory changes and industry standards and ensure compliance with relevant regulations and guidelines by updating policies and procedures as needed.
- Adapt reporting processes to meet evolving regulatory needs, providing insightful analysis that informs decision-making and highlights emerging risks.
- Collaborate with internal stakeholders to ensure policy updates are understood and consistently applied across directorates.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations

- Hybrid arrangements - at least two days a week in an office (as part of a pilot scheme). On other days,

working from home may be possible, depending on the work and the interaction required.

## All about you

### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at staff level.

### Essential knowledge, experience and skills including qualifications and professional membership

- Professional compliance certification or relevant training
- Experienced in compliance with regulators
- Experience of policy interpretation, application and writing.
- Proficiency in Excel; knowledge of D365 and Power BI preferred
- Knowledge of compliance principles, methodologies, and regulatory requirements.
- Comfortable working with data to support reporting and analysis (e.g., summarising insights, identifying gaps, spotting trends).
- Strong communication and interpersonal skills for diverse audience engagement; work collaboratively with internal and external stakeholders
- Strong attention to detail with the ability to prioritise and manage multiple pieces of work simultaneously.
- Capable of analysing complex data to inform data driven decisions
- Experience influencing operational activities across all areas of the business
- Uphold ethical principles including integrity, objectivity, professional competence, confidentiality, and professional behaviour
- A proactive mindset – keen to improve processes and willing to support colleagues to get things done.