



## Project Manager (Complaints)

### Professional Oversight Team

*Part Time (4 days a week)*

The Financial Reporting Council (FRC) is responsible for promoting transparency and integrity in business. We are the UK Competent Authority for audit and set the UK Corporate Governance and Stewardship Codes as well as UK standards for accounting, auditing and actuarial work. We monitor and take action to promote the quality of corporate reporting and audit and operate independent enforcement arrangements for auditors, accountants and actuaries. Further information about the role of the FRC can be found at [www.frc.org.uk](http://www.frc.org.uk).

The Professional Oversight Team is part of the Audit and Actuarial Division, which includes the FRC's monitoring and oversight. We are responsible for a number of statutory and non-statutory functions for oversight of the regulation of auditors, accountants and actuaries, in particular exercising independent oversight over the supervisory and qualifying bodies recognised to regulate auditors.

#### **The Role:**

The role holds primary responsibility for the initial handling of complaints and expressions of concern received from external sources, which includes:

- Monitoring all channels and being the first point of contact for complaints or expressions of concern
- Logging the matter, reviewing the nature of the complaint/ expression of concern and deciding on the best course of action
- Monitoring progress on matters which cannot be immediately resolved, liaising with the appropriate FRC team as required
- In the case of complaints received about professional bodies which we oversee, conducting reviews of the handling by those bodies of the matters concerned
- Liaising with other parts of the FRC as well as with professional bodies and other regulators
- Developing guidance material internally and for the website
- Reviewing whistleblowing disclosures received from external parties and sent to the FRC in our capacity as a Prescribed Person under PIDA
- Assessing and reviewing the FRC's procedures for handling complaints to ensure they are fit for purpose and keeping them up-to-date
- Regular reporting to the Conduct Committee on the handling of complaints

#### **The Person:**

Significant experience at a suitable level in a professional or relevant regulatory/ compliance environment, knowledge and understanding of the UK regulatory environment for corporate reporting and governance, audit, accountancy and actuarial work as well project management skills are required. A relevant professional qualification would be an advantage. The ideal candidates will have:

- Excellent influencing and communications skills, including the ability to deal with challenging situations in a sensitive manner
- Strong stakeholder relationship management skills
- Good analytical and problem solving skills to support good quality decision making

- Ability to work independently

The role is based in our Central London Office. The post holder should be able to work flexibly to support the team's activities and also provide cover within the FRC as necessary.

**Rewards and benefits**

- *The FRC offers competitive remuneration packages, with generous benefits, discretionary annual bonus and 30 days annual leave plus ability to buy extra leave*
- *The FRC has a strong work/ life balance ethos.*

If you are interested, please apply by emailing a copy of your **CV** together with a **covering letter** to the FRC Recruitment team at [recruitment@frc.org.uk](mailto:recruitment@frc.org.uk). In the covering letter, please:

- set out, by reference to the person specification above, how you meet the required skillset
- confirm that you have the right to work in the UK
- confirm your current package and benefits, and
- tell us where you heard about this job

Please note that we can only accept applicants who have the right to work in the UK.

The closing date for applications is **24 November 2017**

The FRC is an Equal Opportunities employer