



At QDM, our mission revolves around providing individuals with secure, transparent, and affordable loans. We are committed to great customer outcomes.

We blend data analytics, credit file insights, and the personal touch of a human underwriter on every funded loan. In Customer Services, we support our customers without scripts or diallers, and we'll never charge our customers late fees or default interest if they fall into difficulty.

We have built a culture of collaboration and teamwork, and we encourage promotion from within, ensuring a better business for all. Join us and be a part of a growing team that has one of the lowest upheld rates and best repayment rates in the industry.

Are you comfortable working proactively and, managing your own tasks, as well as collaborating with others, and communicating with agents, managers, and the leadership team? Are you able to challenge and push for excellence within our teams?

The Role

- ✓ You will report to the Audit and Complaints Manager and work within the Compliance and Audit Department, it's a growing team with good opportunities.
- ✓ Assist the Audit and Complaints Manager with updating our Consumer Duty registers
- ✓ Assist with identifying any risks relevant to the duty and liaise with the Audit and Complaints Manager
- ✓ Assist with creating, developing, and updating our policies and procedures.
- ✓ Directly feeding back to agents and managers about their processes and adhering to our policies.
- ✓ Assisting with all regulatory reporting and data requests from the FCA and other regulatory bodies.
- ✓ You'll be trained within our complaints and may need to assist with admin from time to time.
- ✓ Assisting with MI reporting to the leadership team.
- ✓ Promote good outcomes and champion the Consumer Duty.
- ✓ Assist in designing and monitoring compliance training.
- ✓ Support the Compliance team with internal audits.

Skills and Experience

- ✓ Experience in compliance, audit or operations
- ✓ A good understanding of FCA regulations and requirements
- ✓ Well-organised and strong attention to detail
- ✓ Strong IT and reporting skills.
- ✓ Highly organised and structured working style.
- ✓ Excellent communication skills.

Benefits

- ✓ 28 days annual leave (incl. bank holidays) with an additional day per year of service (capped)
- ✓ 1 celebration day per year to use as you choose.
- ✓ Quarterly bonus based on personal and company performance.
- ✓ Hybrid working opportunities.
- ✓ Health Insurance
- ✓ Games and breakout room
- ✓ Modern city centre offices near tram/bus stops
- ✓ Eyecare scheme

Salary Up to £30,000