**Job Description**

**Job title:** Quality Audit Officer/Audit Analyst

**Location:** Sheffield

**Reports to:** Panel Firm Relationship Manager

**Standard hours of work:** Full time – flexible

**Salary range (incl. benefits):** Up to £28,000 dependent on experience

**Date revised:** 24th October 2016

# Job purpose

The jobholder will be required to undertake regular audits on employment and personal injury matters internal to UnionLine and against panel firms, and to undertake ad-hoc targeted audits as required against exacting standards.

They will assist the Head of Compliance in ensuring the company is compliant with SRA regulations and applicable legislation, and to assist in embedding a compliance culture into the business.

The jobholder will provide internal assurance to the Head of Compliance, the Head of Legal Practice and Head of Finance and Administration, that the company has robust systems and controls in place and sufficient evidence to demonstrate compliance. They will also be required to make recommendations for change where necessary to ensure compliance is achieved and maintained.

In addition, the role requires that support and assistance be provided to other departments as and when required, and that good working relationships are developed between compliance, internal functions, external providers and the unions.

### **Scope of the role**

The jobholder will deliver quality audits and provide excellent technical feedback in report form. They will be required to work to tight deadlines. The jobholder will have a driven ambition to improve service standards, and will be able to respect and maintain confidentiality.

Travel to panel firm offices may be required occasionally.

# Principal accountabilities and tasks

* To undertake audits of client files, working to audit and compliance specifications
* To analyse audit data and prepare written reports on the audit findings, including compliance breaches
* To provide feedback to managers on audit and compliance findings
* To support staff in embedding quality processes, including audit activity and compliance monitoring across the business
* To be responsible for collating, maintaining and reporting on data from identified areas of practice
* To work closely with managers to ensure that, where appropriate, findings from the audit process are reflected in performance management activities, including training needs analysis
* To ensure managers are kept up to date with any changes in service level agreements (SLAs) compliance standards relating to auditing
* To meet strict deadlines and to comply with SLAs and key performance indicators (KPIs) of the business
* To work with the personal injury team and provide support and assistance where required, for example in case vetting and assisting in fee earning work