**Quality Assurance Specialist – Pensions Quality Assessor**

**Role Description**

Recognising Excellence (RE) holds contractual responsibility with The Money and Pensions Service (MaPS) to deliver an Independent Quality Assessment Service (IQAS) that will independently assess compliance with the FCA approved MaPS standards. MaPS has a statutory obligation under the Financial Guidance and Claims Act 2018 to monitor its own and MaPS’ delivery partners compliance with the MaPS Standards. This will be achieved through two separate workstreams;

* Organisation wide testing of the MaPS Standards
* Customer Facing Assessment of the MaPS Standards

This service role will assess compliance with the MaPS Standards across all MaPS’ insourced and outsourced Pensions service lines including pensions guidance and Pension Wise. The IQAS service will provide MaPS with assurance that the services it funds provide high quality information, advice and guidance to customers.

Working as part of a team, Quality Assessors are required to undertake the following activities:

* To conduct impartial customer case file and organisation wide assessment activity, benchmarking evidence presented against prescribed standards, within a controlled Service Level Agreement.
* Write impartial and factual reports, providing objective and constructive feedback which identifies compliance against the MaPS Standards or otherwise, acknowledges good practice (where observed) and makes recommendations for future improvement as appropriate.
* Where non-compliance is identified, use knowledge and insight to assess whether the non- compliance has caused material or detrimental impact to the customer.
* Contribute positively and effectively as a member of the assessment team, participating in team training and regular consistency check activities as required to enhance the overall quality of the assessment programme.
* Maintain technical knowledge via CPD and training activities at a minimum of 16 hours per year

**Person Specification**

* Ability to work to agreed priorities, within a fast-paced environment and be responsive to changes in requirements.
* Demonstrate ability to examine and review all evidence presented against the MaPS Standards and sub requirements to support an assessment.
* The ability to manage challenges and pressure at peak assessment periods.
* Demonstrate an objective and non-judgmental approach to assessing quality and a willingness to learn from others.
* Possess excellent written and verbal communication skills.
* Demonstrate understanding of organisations with varying delivery models including different channels of guidance and the challenges faced within each.
* The ability to work autonomously where required, in line with the prescribed operating framework.
* Successfully complete a detailed training programme and demonstrate an ongoing high level of skill as required by the role.
* Demonstrate a keen interest in quality.
* Maintain impartiality and confidentiality at all times.

**Experience and Training (Essential)**

* Relevant Level 4 FCA recognised qualification or Associate/Fellow of Pension Management Institute eg.
  + [Diploma in Regulated Financial Planning](https://www.cii.co.uk/qualifications/diploma-in-regulated-financial-planning-qualification/) from the Chartered Insurance Institute
  + [Diploma for Financial Advisers](https://www.libf.ac.uk/study/professional-qualifications/financial-advice/diploma-for-financial-advisers-dipfa) from the London Institute of Banking and Finance
* Up to date knowledge of the key issues for pensions arising from legislation, regulation, policy, practice, and services, with an understanding of the boundary between Guidance and Advice.
* Current and extensive occupational expertise and knowledge gained through experience within the Financial Services, Advice or Guidance industries
* A proven commitment and record of continuous professional development
* IT literate and able to work across a range of IT platforms.

**Experience and Training (Desirable)**

* Prior experience of conducting file reviews or quality assessments in a pensions setting
* Experience of delivering Pension Guidance or Pension Wise appointments
* Experience and an understanding of working with multi-channel platforms e.g., Face to Face, Telephone, Webchat.
* Evidence of identifying and/or working with vulnerable customers
* Ability to converse (oral and written) with the Welsh Language.