

## JOB DESCRIPTION

<b>Job Title</b>	<b>Compliance Case Officer</b>
<b>Department</b>	<b>Compliance</b>
<b>Responsible For</b>	<b>The operation of Propertymark's disciplinary sanctions regime</b>
<b>Job Grade</b>	
<b>Salary Range</b>	
<b>Reports to</b>	<b>Compliance Manager</b>

### Job Purpose:

The focus of the role is on the assessment of case files compiled by the Compliance Department arising from internal investigations and the imposition of appropriate disciplinary sanctions, where deemed necessary.

### Main Duties and Responsibilities:

- Manage your workload autonomously, making independent decisions about disciplinary cases, presenting to case conference for decision validation, whilst maintaining performance standards for the closure of cases.
- Undertake further enquiries as and where necessary to gather evidence.
- Provide good customer service to all parties, managing expectations and communicating clearly, regularly and at an appropriate level, in writing and over the telephone.
- Negotiate with organisations to achieve compliance or resolution in appropriate cases.
- Using judgement and knowledge of the relevant standards, determine whether there is evidence of a breach of the Propertymark Conduct and Membership Rules and consider the imposition of disciplinary sanctions in line with established strategies, policies and procedures.
- Ensure that case papers required for Disciplinary and Appeal Hearings are produced in a timely manner to ensure administrative timescales are met.
- Support the Compliance manager with the achievement of an effective case handling service, helping with the identification of aspects of the service which could be improved.
- Develop and maintain relationships with any relevant internal/external stakeholders as appropriate.
- Contribute to periodic reviews of the Propertymark Disciplinary Procedure Regulations and Membership and Conduct Rules.
- Any other tasks that may be required from time to time by line management.

There are no lines reporting into this role and no budget responsibility.

**Key working relationships:**

- Compliance Manager
- Other Compliance Team colleagues
- Members
- Complainants

**Job Requirement / Skills**

- Knowledge of reporting procedures and record keeping
- Self-motivated and proactive
- Ability to work within cross-functional teams
- Methodical and diligent with outstanding planning abilities
- Excellent communication skills

**Education / Experience:**

- Proven experience within a Compliance environment
- Knowledge of our industry's standards and regulations
- Knowledge of the Propertymark Membership and Conduct Rules and Disciplinary Procedures