

## Job Description – Head of Quality Assurance

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Job Title	Head of Quality Assurance
Reports to:	Head of Wealth

### Summary of Role

This is a senior leadership role which provides technical support and quality assurance for tax and pensions planning, and Training and Competence supervision for the business.

The main responsibilities are: -

- To maintain the business's Training & Competence programme, including having oversight of the team leaders' supervision activities; presenting MI and recommended actions to monthly management meetings; and requisitioning appropriate training and developmental support as needed from time to time. The role is the senior manager responsible for the effectiveness of the business's T&C regime.
- To provide technical quality assurance of pensions planning, including DB transfers, and of tax planning, especially IHT planning. This will include reviewing files for quality and regulatory compliance; providing ad hoc technical support to colleagues as needed; arranging training; maintaining a panel of external professional advisers; and assisting where appropriate with client meetings.
- To support business development by acting as a spokesperson on technical areas, for example in meetings with potential introducers; in marketing seminars; and in the media.
- To act as a member of the senior management team of the business, contributing to continuous improvement and to the maintenance of an inspiring team environment as well as a strong collaborative and open communication culture across the business.
- Ensure that first class customer relationships, service and administration support is at the heart of everything we do.

This is a regulated CF30 role, and the role holder will be a Chartered Financial Planner with supervisory and pensions advisory qualifications and tax planning, pensions and T&C experience. Formal tax qualifications would be an advantage.