



**Job Title** Compliance Executive

**Line of reporting** Reports to Head of Membership & Compliance

The Credit Services Association (CSA), the only national trade association representing the credit services industry, is seeking an experienced Compliance Executive to join the CSA in-house Compliance team.

Association members provide key services for the recovery of large sums of receivables for banks and other financial institutions, trade creditors, utilities & telecoms, professional service companies and government departments and the public sector, dealing with more than 15 million individual debt cases annually, valued at more than £21 billion.

Based in the CSA Executive Office in Newcastle upon Tyne, the successful candidate will be responsible for member compliance, member compliance queries, preparing member guidance & updating CSA DBSG website, CSA complaint process, and working closely with the Head of Membership & Compliance on Public Affairs campaigns and Government Consultations. The position offers a unique and exciting opportunity to work alongside CSA DBSG members in a compliance based role.

The successful candidate must enjoy working in an autonomous role within a small team. A genuine enthusiasm for the industry is a pre-requisite.

**Key requirements:**

- Proven experience of working within a compliance role within a DCA and/or related industry experience.
- Knowledge of industry regulators.
- Excellent customer service and interpersonal skills
- Excellent verbal and written communication skills
- Experience in customer service/complaint handling would be an advantage.

The position is a full-time role and some UK travel will be required.

**Salary and Benefits**

Negotiable – commensurate with experience.

To apply, please send CV & covering letter to Ashleigh Quinn, Executive Office Manager, Credit Services Association, Wingrove House, Ponteland Road, Newcastle upon Tyne NE5 3AJ.