



# **JOB DESCRIPTION – Compliance Administrator**

## **Outline:**

- Assist the Head of Compliance and facilitate the day-to-day running of the Compliance Department by performing member communication and administrative duties.
- Have a broad understanding of the Hemp & Cannabis Industries in the UK, Europe and Worldwide.
- Be able to self-educate and learn quickly in a day to day changing industry.
- ICA Qualifications in Governance, Risk & Compliance
- Minimum 2 years practical experience.

**Salary: £20,280 + work from home allowance £312 (tax free)**

*(£9.75 per hour and monthly work from home payment of £26 (tax free) based on a 40 hour week pro rata)*

## **COMPLIANCE**

- To be a point of contact for any member
- To offer advice and guidance to members and team members in relation to industry related compliance.
- Member website and social media checks.
- To ensure members where applicable have their own lab reports and supplier details on file and to follow up any missing lab reports and supplier details after approval.
- To understand and be able to use the Regulatory Bodies' (MHRA, FSA, VMD, CTPA, ASA/CAP, Trading Standards, et al) guidance notes on regulatory compliance.
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## **MEMBERSHIP COMMUNICATIONS**

- Building relationships with clients
- Following up on business communications, interacting with clients either on the phone or in person, answering or redirecting emails to the proper department
- Scheduling calls and meetings.
- Educating clients about what services are available
- Keeping well-organised files and records of business activity

## **INFORMATION TECHNOLOGY**

- To keep accurate records of all calls and emails (members) by noting content

and description in the Membership Management (MMS) system.

- To ensure the in-house MMS is fully kept up to date in accordance with company policy.
- Keeping computer databases up to date
- Sending communications and emails

#### **IN HOUSE**

- To assist other team members with their roles when instructed by their line manager(s).
- Being ready for any other administrative tasks that are required
- Reading email messages and passing them on
- Collecting and inputting company data
- Researching company data and archived reports
- Providing office support including customer and employee support
- Assisting with minor technical support
- Scheduling appointments and events
- Participating in office and group meetings and taking meeting minutes

#### **EVENTS**

- To ensure that you are available for company/external events when required at the times required.
- Preparing documents, displays etc. by printing, copying, and binding if needed.

#### **GENERAL**

- Have a professional attitude and approach to Members (full and associate), staff and Management.
- Self-motivation and good time keeping.
- To perform all tasks diligently and to the best of your abilities.
- Learning about the company's mission and available products/services
- Giving feedback on office efficiency and suggesting possible improvements
- Writing and editing company correspondence, articles and published material.

#### **ESSENTIAL SKILLS**

- Time Management (Working from home)
- Communications via email and scheduled phone calls
- Organisation Structure,
- Attention to Detail,
- Problem Solving,
- Multi-tasking,
- Reporting & Researching,
- Keyboard & Computer Skills - Proficiency in Microsoft Office Suite, Online Filing

