

Quality Assurance Analyst	
Reporting Line: Compliance Manager	
Role Level: 6	
Location: Chester/Hybrid	
<b>About Us</b>	

We are Oxbury: The only UK bank dedicated to British agriculture. Founded by farmers, bankers, and technologists, we have combined the worlds of financial services, technology, and agriculture to provide bespoke financial products to support the rural economy.

Our mission is to create and grow a sustainable, customer-focused, and innovative bank that supports and champions the financial health of the rural economy.

## About the Role

The Quality Assurance Analyst is responsible for evaluating the performance of Oxbury's interactions with our customers, ensuring that all interactions meet the company's standards and goals and that the customer receives good outcomes. This role involves monitoring, analysing, and reporting on key performance metrics, as well as offering feedback and recommendations for improvement.

## Role Responsibilities

- **Monitor and Evaluate:** Regularly monitor customer interactions, including calls, emails, and chat sessions, to ensure adherence to company policies and quality standards.
- **Performance Analysis:** Analyse performance data to identify trends, strengths, and areas for improvement.
- **Reporting:** Generate detailed reports on performance metrics and quality scores, presenting findings to management and relevant stakeholders.
- **Provide Feedback:** Offer constructive feedback to 1LOD colleagues, highlighting areas of excellence and providing actionable insights for development.
- **Training and Coaching:** Assist in the development and implementation of training programs to enhance the skills and knowledge of the 1LOD.
- **Compliance:** Ensure all 1LOD activities comply with legal and regulatory requirements, as well as internal policies and procedures through 2LOD oversight.
- **Continuous Improvement:** Collaborate with management to develop and implement strategies for continuous improvement in customer service quality.
- **Act as a role model** for the company's values and conduct yourself in a manner that meets the expectations of the Conduct Rules.
- **To live the company culture** of compliance with all relevant laws, regulation, policies and procedures, and speak up when identifying areas of improvement or concern.
- **Use the data, tools, systems and processes** in the way the business expects, at all times, to support you in the delivery of quality products and services, and the facilitation of good customer outcomes.
- **Maintain awareness** of the types of opportunities, risks, dependencies and impacts in terms of the Oxbury Responsible Impact and Natural Capital policies and raise any related concerns with appropriate line managers.

## Skills / Experience/ Attributes

### Essential

- Awareness of regulation, conduct risk and reputational risk within financial services
- Strong attention to detail.
- Excellent analytical skills
- Exceptional communication and interpersonal skills.
- Ability to provide clear and constructive feedback.
- Proficiency in using computer software and quality monitoring tools.
- Ability to work independently and as part of a team.
- Strong organizational and time-management skills.
- Adaptability and openness to new ideas and procedures.
- Proactive attitude with a focus on continuous improvement.
- Willingness to learn and adapt to other tasks which fall within the compliance team responsibilities.

### Desirable

- Preferable experience in a quality assurance role or similar, with a keen interest to progress within a compliance role.

## Interested in joining Oxbury?

Interested candidates should submit their CV and a brief covering letter outlining their experience in agriculture, any previous work experience and why they believe they are suitable for the role. To apply please click [here](#).