

Job Title	Team Leader
Job reference	CS001
Department/Team	Client Services

Our History

Hansard Global Plc is a listed company on the London Stock Exchange since 2006. The focus of the Hansard group is the international sale of life assurance products with a primary focus being on unit-linked products to ex-patriate customers based in various countries around the world. There is a truly global feel to Hansard, with a workforce based across the Isle of Man, UK, Ireland, Malaysia, Dubai, Chile and Japan working together to achieve our goals.

Please visit [Hansard.com](https://www.hansard.com) for further information.

The Role

The Team Leader will manage a fast-paced, multi-functional team responsible for client administration and communication, aiming to deliver excellent customer service. The focus will be on leading the team to ensure safe and efficient processing, proactively managing client relationships, and maintaining and developing key relationships to support the group's strategy.

Key Responsibilities

- **Leadership & Team Environment:**
 - Foster an inspiring team environment with open communication and promote a "one team" ethos across Client Services.
 - Serve as a role model within Client Services, exemplifying best practices and professional behaviour.
 - Set clear team and individual goals, ensuring alignment with organisational objectives.
 - Delegate tasks effectively and set realistic deadlines for the internal team.
 - Oversee the day-to-day operations of the team, ensuring smooth workflow and high productivity.
- **Guidance & Mentorship:**
 - Provide guidance, support, and mentorship to team members, ensuring efficient and effective onboarding processes.
 - Identify training needs within the team and develop appropriate training programs to enhance team members' knowledge and skills in areas such as customer care and AML compliance.
- **Compliance & Risk Management:**
 - Utilise expertise in AML regulations to operate and enhance robust procedures that align with industry standards and best practices.
 - Ensure compliance with all applicable laws, regulations, and internal policies.
 - Conduct comprehensive risk assessments on prospective clients to identify potential money laundering, fraud, and other illicit activities.
 - Analyse customer information, transaction patterns, and other relevant data to make informed decisions.
 - Oversee the due diligence process for new and existing clients, including KYC (Know Your Customer) procedures, enhanced due diligence, and ongoing monitoring. Ensure accuracy and completeness of client information and documentation.



- **Collaboration & Continuous Improvement:**

- Liaise with cross-functional teams, including Compliance, Legal, and Group Risk, to address compliance-related issues and streamline processes.
- Foster a collaborative environment to promote knowledge sharing and continuous improvement.
- Contribute to a proactive working culture and be part of an innovative approach to problem-solving.

- **Performance Monitoring & Development:**

- Monitor team performance and report on key metrics, ensuring transparency and accountability.
- Listen to team members' feedback and resolve any issues or conflicts promptly.
- Develop the team in all areas of excellent customer service, ensuring high standards are maintained.
- Embrace change positively and oversee management and quality control, ensuring successful delivery of key strategic and tactical change programs.
- Ongoing contribution to the local risk owner structure, ensuring robust risk management practices.

Our Values and Behavioural Competencies

We are passionate about how we do things at Hansard and in supporting an environment where our people can thrive.

Built around our core values of **Respect**, **Integrity**, **Quality** and **Innovation** and guided by our behavioural competencies, it's important that you play your part in supporting our Culture and execute your key responsibilities in line with these Values and Competencies.



Personal and Professional requirements

Skills and Experience	Essential or Desirable	Method of Assessment
2+ years of proven experience in leading a team to deliver team and business objectives.	Essential	Interview/ CV
Experience of AML compliance, preferably in a financial institution or a regulated industry	Essential	Interview/ CV
Strong knowledge of AML regulations, including KYC, CDD (Customer Due Diligence), EDD (Enhanced Due Diligence)	Essential	Interview/ CV
Self-Motivated with effective time management skills	Essential	Interview
Effective leadership, with the ability to motivate and engage a team.	Essential	Interview
Problem Solving mentality and approach	Essential	Interview
Ability to manage and prioritise own and team workload in a fast-paced environment and be able to make decisions within the remit of their role.	Essential	Interview
Previous experience within the Life Assurance industry	Desirable	CV
Ability to demonstrate a professional, positive and customer focused attitude always	Essential	Interview
Have experience of handling external telephone calls with both clients and other stakeholders	Essential	Interview/CV
System Knowledge		
Competent in Microsoft applications: Including Word, Outlook, SharePoint and Excel	Essential	Interview/ CV

