

Job Description

Title:	Client Due Diligence (CDD) and Conflicts Manager
Hours:	9.30 am to 5.30 pm, and as required, flexible applications considered
Working week:	Monday to Friday
Responsible to:	Head of Business Acceptance
Purpose of job:	<p>The role will involve people management of the team's Paralegals and Analysts, and operational management of the CDD team which includes resource allocation, the delivery of team operational and strategic objectives, and acting as a technical advisor for complex CDD queries and team member escalations.</p> <p>The role will also include administration around new client matters, involvement with compliance projects and maintaining knowledge around the firm's processes and industry standards to maintain excellent client service.</p>

Specific duties:

People Management and Learning & Development

- Line management of the Business Acceptance team's Paralegals and Analysts.
- Conducting regular one to ones and bi-annual check ins to support on-going team member performance, learning and development.
- Supporting the Head of Business Acceptance with team resourcing requirements and recruitment.
- Ensuring team adherence to policy and process procedures and conducting training with team members and external stakeholders as required.

Technical Knowledge and Delivery

- Monitoring the team's emails and ensuring requests are processed in a timely manner.
- Opening new matters and clients.
- Carrying out conflicts and client due diligence checks and researching clients (including PEP and sanctions screening) and escalating where necessary.
- Answering queries around the client matter opening process.
- Analysing client information and client/matter risk assessments, escalating where required.
- Maintaining knowledge of the firm's policies and processes and keeping up to date with industry standards to maintain excellent client service.
- Acting as the escalation for the Paralegals and Analysts on more complex or high risk CDD matters, to advise and progress matters efficiently.
- Demonstrating ownership of the maintenance and creation of information barriers.

Business Acceptance Team Operations, Risk Management & Stakeholder Engagement

- Collaboration with the Head of Business Acceptance on the delivery of the team's operational and strategic objectives, which will require involvement and support with compliance projects and other such projects which may arise.
- Communicating with fee earners about what will be required for high risk clients/ matters, sanctions and conflicts checks.
- Act as a trusted advisor to the firm's senior stakeholders on high risk/complex matters and during project work.

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Every effort has been made to ensure that this is a full description of the tasks and responsibilities of this role. However, it is not an exhaustive list. The job description may be changed or developed at any time to reflect changes as required. However, changes will not be made without full consultation with the post holder.

Kingsley Napley are committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will be considered for employment regardless of race, age, disability, gender identity, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity and religion.

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Person Specification

Job Title: Client Due Diligence (CDD) and Conflicts Team Leader

	<u>Essential</u>
Knowledge and Technical Ability:	<ul style="list-style-type: none">• Experience of working in Compliance in a law firm• Experience with matter opening, conflicts and client due diligence• Experience with training others on policy, systems and processes• Interest and enthusiasm for law, and knowledge of current issues• Has strong problem-solving skills and an analytical mindset• Excellent administration, drafting skills and exceptional spelling, grammar and attention to detail• Ensures work is carried out to a high standard and presents information in a clear, logical and structured manner• Excellent research skills• Leadership and people management skills and ability to act as a role model to the team• Ability to support in the performance management of the team• Able to support with managing the time and skills of others
Client Care:	<ul style="list-style-type: none">• Experience of working within a very busy environment where deadlines are clearly defined• Effectively prioritises work to ensure matters are progressed, meeting deadlines and providing updates where necessary• An understanding of the importance of good client care• Effective organisation skills and ability to multitask
Firm Wide Skills:	<ul style="list-style-type: none">• Good working knowledge of Microsoft packages and other relevant IT systems• Has an awareness of the importance of client confidentiality, information security and data protection
Attributes:	<ul style="list-style-type: none">• Ability to demonstrate behaviour in keeping with the firm's core values of Teamwork, Respect, Integrity, Fairness, Understanding and Commitment• Positive and professional approach to work and to team relations• Keen desire to support and teach others• Able to work with a variety of people, including lawyers, support staff, fellow analysts, paralegals and clients.• Flexible and able to quickly adapt to changing tasks• Ability to handle confidential and sensitive information• Ability to work well under pressure

All applicants who are offered permanent or long term employment, or partnership, will be subject to a criminal record check by the Disclosure and Barring Service (DBS) before the appointment is confirmed. Because Kingsley Napley LLP meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, a 'basic disclosure' will be sought. This will reveal 'unspent' convictions. A criminal record is not necessarily a bar to employment or partnership; each matter will be considered on its own circumstances and merits.