

Job Description | Assistant Quality Assurance Auditor

Department: Finance

Location: Manchester

The Role

The purpose of this role is to assist the team in completing independent and consistent file reviews to ensure fee earners are adhering to Clyde & Co Performance standards, as well as delivering service excellence for our clients by compliance with Service Level Agreements.

The jobholder will be responsible for providing support to the Quality Assurance Team in reporting on departmental performance and providing accurate improvement data and assistance with quality checks to monitor improvement and provide feedback, helping to develop a culture of Continuous Improvement.

Key Responsibilities

- Complete dip check reviews to monitor improvement in SLA's and internal performance standards using the internal audit database.
- Assist the QA Team with their reviews across the insurance practice to monitor compliance to client SLA's and internal performance standards using our internal audit database and client specific templates.
- Extract data from internal systems for audit performance reports on a monthly basis to be provided to the QA Manager, and work with the QA Management Team to ensure data is accurate and complete.
- Provide Senior QA Auditors with regular feedback data for cascade to fee earners and Partners.
- Tracking the completion of remedial action where identified and ensuring the actions are implemented in a timely manner, and internal databases are up to date.
- Supporting the QA Auditors with non-technical monthly client audit returns, to monitor compliance with Client SLA's using client specific templates.
- To analyse audit findings input into the internal audit database, to include manipulating data to assist the QA team and business

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- Work with the QA Management Team to ensure all new and proposed Service Level Agreements are reviewed within QAT and highlight any proposed issues which could impact the business.
- Aid in managing the Probation QA Programme timeline, to ensure deadlines are met, and timely feedback is provided where appropriate.
- Maintain live data in Power BI Dashboards to provide Senior QA Auditors and the QA Manager with updates on a quarterly basis.
- Support the Business Development team by providing quality audit data required for pitch documents.
- Review and prepare files for Client audits delivering timely feedback to the Client Account Partner ahead of the audit for all appropriate rectification work to be affected.
- Developing and maintaining effective working relationships with all levels of the business.
- Identifying own training needs and development areas and discussing these with your QA Manager.

Essential Skills & Experience

- Excellent IT Skills and experience of MS Office Software.
- Knowledge of insurance litigation processes.
- Experience within an insurance claims related environment (preferably Insurer based or legal services).
- Preferably proven audit and technical skills and/or an understanding of the audit processes.
- Ability to manage more than one project at a time.
- Strong consulting, influencing and communication skills (oral and written).
- Good interpersonal skills with confidence to deal with all levels of staff.
- Experience of working effectively across teams/functions.
- Self-motivated, enthusiastic and confident networker.
- Collaborative and diplomatic.

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- Relationship driven.
- Good attention to detail.
- Strong problem-solving skills.
- Proactive, enthusiastic, and resilient.
- Organised with a pragmatic approach.
- Able to manage time effectively and prioritise workload.

The Firm

Clyde & Co is a leading global law firm, specialising in the sectors that underpin global trade and commercial activity, namely: insurance, transport, construction, energy, trade and commodities. It is globally integrated, offering a comprehensive range of contentious and non-contentious legal services and commercially-minded legal advice to businesses operating across the world. Clyde & Co is committed to operating in a responsible way. This means progressing towards a diverse and inclusive workforce that reflects the diversity of its communities and clients, using its legal skills to support its communities through pro bono work, volunteering and charitable partnerships, and minimising the impact it has on the environment. The firm has 480 partners, 2400 lawyers, 3200 legal professionals and 5000 people overall in over 60 offices and associated offices worldwide.

For more about the firm, its lawyers, offices and areas of expertise and for the latest industry thought leadership please visit www.clydeco.com

Our Values

Our values are the principles that guide the decisions we make, unite us in our endeavours and strengthen our delivery, for our clients and our firm. We:

- **Work as one** We are a globally connected team of talented people who act with a firm-first mentality to achieve success
- **Excel with clients** We aim high and challenge ourselves to deliver unique excellence for our clients, keeping them at the centre of everything we do
- **Celebrate difference** We help each other to be at our best and believe our differences result in greater achievement
- **Act boldly** We seek new opportunities, take action and learn as we go, recognising that curiosity drives our development and contributes to growth

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Business Services Competencies

Clyde & Co is committed to providing extensive, personal and professional development opportunities for our people enabling them to be highly effective in their current role as well as assisting them to fulfil their career aspirations.

The competencies are used to inform all aspects of Business Services career development. They vary across levels and different business areas and fall under the following areas:

- Technical Excellence
- People and Team
- Client/Stakeholder Relationships
- Service Delivery and Commercial Awareness
- Personal Effectiveness

This is the job description as constituted at present; however the Firm reserves the right to reasonably amend it in accordance with the changing needs of the business.

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