

Job Description | Quality Assurance Auditor

Department: Finance

Location: Quality Assurance

Role: Quality Assurance Auditor

The Role

The purpose of this role is to complete 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 reporting on departmental performance and providing feedback, identifying improvement areas and helping to develop a culture of Continuous Improvement.

Key Responsibilities

- Complete client file reviews to monitor adherence to SLA's and internal performance standards using the internal audit database or client specific document as appropriate.
- Produce audit performance reports to the QA Manager for agreement and cascade to relevant client account partners, identifying hotspot areas for improvements as well as what was done well to assist in developing best practice.
- Work with Partners to deliver feedback in a constructive manner to fee earners either by way of one to one meetings or department/team group feedback sessions.
- Tracking the completion of remedial action where identified and ensuring the actions are effective and are implemented in a timely manner.
- Fully engage with team project work and initiatives to assist in the delivery of continuous improvement to the UK insurance practice, to include but not limited to, recommending improvements and designing and delivering training.
- Work with Risk teams to ensure all new and proposed service level agreements are reviewed within QAT, and that all agreed changes impacting the business are properly communicated to all stakeholders.
- Work with the IT team and other stakeholders to develop the efficiency of the systems in extracting data for ease of production of audit reports.

At Clyde & Co we view diversity as critical to the international nature of our business and have created a working environment where people from different backgrounds can thrive. It is the Firm's policy to treat all employees and job applicants fairly and equally regardless of their gender, gender identity, marital or civil partnership status, race, colour, national or ethnic origin, social or economic background, disability, religious belief, sexual orientation, or age.

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- Work with the HR team where appropriate to facilitate the implementation of action required to remedy files in breach of client SLA's.
- Support the Business Development team by providing quality audit data and information 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.
- Manage all ad hoc audit requests from QA Managers in a thorough and timely manner, ensuring that each request is managed in line with business-critical demands and recorded within the QA database.
- 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 knowledge of insurance litigation processes.
- Experience within an insurance claims related environment (preferably Insurer based or legal services).
- Experience of MS Office.
- 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.
- Relationship driven.

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- 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.

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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