

Engagement Support

HYBRID ROLE IN SALISBURY, WILTSHIRE

What we do

AML Analytics creates cutting-edge RegTech and SupTech testing, validation and risk analytics solutions for financial institutions, insurers, money exchanges, crypto businesses, commodity traders, law firms, gambling companies, TCSPs and other DNFBPs all around the world to help them meet regulatory requirements, minimise exposure to financial crime risk and ensure robust anti-money laundering (AML) and counter-financing of terrorism (CFT) controls are in place.

Our authority and expertise are also relied upon by regulators, central banks and governments making the work of AML Analytics unique as we are trusted by both regulators and the regulated. Rapid growth and high demand for our unique solutions mean that we have customers all over the globe.

What we are looking for

We are looking for a motivated, hard-working and professional Engagement Support executive to join the ORBS Risk team. Reporting to the Engagement Lead, this role provides a fantastic opportunity for a dynamic individual who is looking to progress their career with a globally represented company. This is a full time hybrid role with three days per week to be spent at our head office near Salisbury, Wiltshire.

You will be an integral member of our ORBS Risk client management team, working with clients all around the globe as well as our internal departments to deliver standout implementations of the ORBS Risk solution.

Breakdown of tasks

- Monitor and support client engagements with our systems by actively tracking progress, communicating status updates internally and externally, registering any potential problems and escalating as required.
- Ensure optimal client user experience by providing training for new clients, responding to queries and drafting and managing client-facing supporting artefacts.
- Create and manage client projects tracker to reflect all projects that are upcoming, in execution and completed, registering details such as timelines, status, stakeholders, dependencies and outstanding actions.

- Oversee and execute the configuration of system methodologies according to client specifications and supporting clients through the review and tuning of such configurations within the system.
- Prepare project artefacts such as qualitative and quantitative reports for internal and external use.
- Ensure high-level system performance from a client's perspective through continued integrity reviews as well as the planning for and execution of test cycles for the release of new system features.
- Stay updated with industry activities, registering potential areas of interest for our existing client base as well as researching and preparing for new client projects.
- Support the team with ad hoc activities as required.

Essential skills

- Proficiency in Microsoft Office Suite
- Excellent eye for consistency, accuracy and attention to detail
- High level literacy skills
- Fast and efficient worker with the ability to work on multiple active projects simultaneously
- Quick to understand and process complex concepts and ideas
- Excellent verbal and written communication skills
- Ability to think creatively and strategically, always looking for unique solutions to problems and requests
- Ability to work in collaboration with other teams such as Operations and IT departments
- Ability to multitask to a high standard and to meet strict deadlines
- An outstanding team player with high levels of integrity and honesty
- Ability to manage and prioritise own workload

Nice to haves...

- Educated to degree level
- Financial crime / technology experience advantageous
- Experience in multifaceted, client facing role

Opportunities for...

- Weekly sessions with a Personal Trainer
- Pilates & Boxercise classes
- Massage at work
- Bring your dog to work
- Pool table
- Fancy coffee machine
- Company days out
- Visits to our Technology Hub in Malaga, Spain

- Limitless personal development opportunities
- Potential for a yearly bonus based on performance
- 25 Days Holiday + Bank Hols
- Job Types: Full-time, Permanent
- Pay: From £25,000.00 per year
- Additional pay: Yearly bonus

Benefits:

- Casual dress
- Company events
- Company pension
- Cycle to work scheme
- Discounted or free food
- On-site gym
- On-site parking

Schedule: Monday to Friday

Ability to commute/relocate: Andover: reliably commute or plan to relocate before starting work (required)

Application question(s): Due to the remote location of our UK office and requirement to be in the office 2 to 3 days per week (depending on distance), do you have your own transportation to be able to reliably commute to it? There are no public services available close enough to the office, so having own transportation is a must.

Language: English (required)

Licence/Certification: Driving Licence (required)

Work authorisation: United Kingdom (required)

Work Location: Hybrid remote in Salisbury SP5 1NH