

Compliance Resolution Apprentice Opportunity with:



PRUDENTIAL

Location: Reading, RG1 3ES

Apprenticeship qualification: Business Administration Level 3 Apprenticeship

Minimum qualification requirements: As a minimum, candidates will have 5 GCSEs grades A*-C

Salary: £15,986 per annum

Company Description

At Prudential we help people build their futures with long-term savings, investments and pensions. And with six million customers in the UK along, we're one of the country's leading Life and Pensions providers. We're also one of the longest-established, with roots going back to 1848.

Vacancy Description

At Prudential, we work hard to create an environment that enables everyone to flourish and we actively encourage diversity across the business.

We are looking for someone who cares about customers. This role will require you to support the handling of investigations and resolution of customer complaints. You will be required to support each case individually using your initiative to make decisions, often under changing circumstances. As a Complaints Administrator, you will use a range of systems and techniques in order to resolve issues and rebuild trust for our customers.

Your duties will include:

- Log and acknowledge customer complaints within regulatory timescales
- Allocate work to complaint handlers based on skill sets
- Use database and make workflow entries to record relevant information, audit trail for compliance with regulatory reporting requirements
- Identify and communicate trends based on types and volumes of incoming complaints
- Prepare complaint files for the Financial Ombudsman Service (Regulator)
- Prepare and arrange authorisation of payments to customers
- Provide ad hoc admin support to the team where required
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To apply: Please register and apply via www.getmyfirstjob.co.uk, vacancy reference number 82545.



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Alternatively you can follow the below link.

<http://prudential.bppuniversity.ac.uk>

We currently have thousands of vacancies available to view and apply for at www.getmyfirstjob.co.uk.

Should you require any further information, advice or guidance please email apprenticeshipapplications@bpp.com or call the apprenticeships team on 0161 244 6410

For further information in regards to qualifications, apprenticeship vacancies and summer school, please visit: www.bpp.com/apprenticeships