



Compliance Assistant
Monday - Friday
40 hours
Birmingham

Who are we?

Citibase offers a diverse and rapidly expanding network of business centres nationwide and has been going from strength to strength for 25 years to cement our position as The Property Manager for the New Economy.

We focus on giving entrepreneurs and businesses “Freedom at Work” and the independence, flexibility and support to create, grow and enjoy running their businesses in our centres.

We’re currently experiencing a sensational period of growth as we continue disrupting the office market and we’re seeking talented individuals to help us take our customer experience to the next level and build strong relationships in our neighbourhood.

What will you do?

The Compliance Assistant will play a vital role to the business by providing administrative and service support to the centre teams. This role is within our compliance department reporting into the Contracts Compliance Officer. The focus of the role will be to generate and process contractual documentation for all new and existing customers to the business.

You will need to have exceptional organisational skills with a keen eye for detail and ideally come from a compliance background with a focus on good time management and administration.

Key responsibilities:

- Responsible for issuing contracts to customers ensuring the end to end contracts process is managed i.e. generating, scanning and filing the contracts.
- Obtaining customer due diligence documents from centre teams
- Engaging with centre staff to ensure the customer experience is positive
- working with centre staff to gather necessary information and facilitate a smooth onboarding for new Citibase customers
- Manage and maintain key stakeholder and customer relationships
- Be resilient and ensure compliance guidelines are adhered to
- Working towards set Service Level Agreements (SLA)
- Record returned contracts on the contracts log register
- Dealing with enquiries and call backs via telephone and email

Knowledge/Experience



- Minimum C grade in English and maths or equivalent
- Ideally 12 months experience in a compliance role
- Building relationships
- Communicating effectively
- Good attention to detail
- Working effectively
- Willingness to learn.
- Taking responsibility
- Great attention to detail
- Customer focus
- Have resilience and be comfortable with change
- Advanced user of Microsoft office 365 (word, excel and outlook)
- A compliance or financial background would be advantageous

What we will offer you?

- £21K
- Pension Scheme
- 28 Holidays (Including public bank holidays)
- Ride to work scheme
- Training and Development Opportunities

This vacancy will close once we have filled all available interview slots. We therefore highly recommend early applications.

