

*Forward thinking*  
Straight talking



# ***Business Acceptance Manager***

JOB SPECIFICATION

Gateley /

**POSITION:** Business Acceptance Manager

**LOCATION:** Birmingham

**CONTRACT TYPE:** Permanent

## The *role*

We are seeking to hire a technically strong and dynamic Manager to lead and manage our growing and successful central onboarding function which sits within the Professional Regulation & Standards department here at Gateley.

This is an exciting role, responsible for the consistent delivery of onboarding client and services across the group. This is inclusive of client onboarding, matter opening, and AML and conflict checks. Reporting directly into our Head of Business Acceptance, you will have operational and line management responsibility for the team.

Line management responsibilities will involve carrying out regular check in's, leading team meetings, supporting with development, and contributing to the overall positive culture of the team, aligning with the wider Gateley values.

You will manage the flow of working coming through the department and ensure that it is delegated and executed efficiently to the highest standard within defined timescales. You will be expected to provide expertise and guidance to both the team and wider business.

Operational:

- Manage the flow of work in the team to appropriate timescales.
- Actively developing workflows to look for efficiencies and streamline processes
- Identify and resolve systemic challenges in respect of onboarding clients.
- Hands on support to the team as needed on technically challenging or complex issues
- Continual promotion of the team and function across the business.

Management:

- Line management responsibility for the team, undertaking regular check ins.
- Develop a culture within the team that encourages the business to approach and engage with them.
- Identify appropriate training requirements and solutions within the team.
- Strategic approach to onboarding of clients and work.
- Work closely with internal and external stakeholders to develop and improve processes

Gateley fully embrace a hybrid culture, you will be required in the office 3 days per week.

## The *team*

We are providers of professional services and must maintain the trust that our clients and the public place in us. Our compliance with legal and regulatory requirements, industry guidance and best practice underpins everything we do. Responsibility for risk management and compliance is shared by everyone in our business and nobody is left to manage this alone. We have a dedicated Professional Regulation & Standards team to support our people and provide guidance on risk and compliance related matters.

Professional Regulation & Standards is a growing team in the business covering a very broad range of activities to support the business to operate within its regulatory frameworks. The team is motivated and ambitious to develop its proposition and looking for like-minded individuals to work with.

## The *person*

This role will suit candidates at Manager level looking for an exciting new opportunity, or a compliance manager in a regional firm looking to grow their line management skills and take on a more operational role, or an experienced Senior Analyst/ Team Leader who is ready to take the step up to management level.

Candidates will be able to demonstrate the following attributes:

- Thorough understanding of AML regulations and KYC (know your client) requirements especially LSAG.
- Knowledge and understanding of SRA client conflict rules.
- Demonstrable experience building and developing relationships across the business.
- Proven ability to influence and persuade at senior levels within a professional services firm.
- Agile and pragmatic approach to problem solving. Happy working in a risk-based culture.
- Experience of using document, case and practice management systems- particularly Intapp.
- Strong communication skills.
- Excellent organisational and prioritising skills with the ability to work under pressure and meet deadlines.
- Excellent team player.
- A proactive, professional, and flexible approach to work.

## The *benefits*

With support, coaching and feedback from some of the most engaging colleagues around our great development and progression opportunities will reward your commitment and loyalty. We offer a competitive remuneration package where you'll be rewarded for your individual performance with an opportunity to receive an annual bonus.

In addition, we have a wide range of learning and development opportunities via our Learn platform to develop new skills and progress your career. Our My Flex comprehensive rewards package includes options covering annual leave (and the benefit of purchasing extra days), cycle to work, critical illness benefit, employee assistance programme, group personal pension, health care, season ticket loan and many more benefits (grade dependent). Finally, with Perks At Work/Home you can select a host of retail benefits that suit your needs alongside a Community Online Academy, free courses for all from fitness to coding to languages to hip hop dance.

## We are *Gateley*

We are forward thinking and straight talking, our approach is to find solutions to the problems that our clients face. Gateley is a legal and professional services group, we are a group of formidable experts in all areas of law and business. Passionate problem solvers, we get our kicks from finding the right answers and getting our legal and business clients where they need to be. We support more than 5,700 active clients, ranging from FTSE 100

companies to private individuals, in the UK and beyond. Being part of Gateley is not just about the expertise that you bring; it's about attitude too.

The 'Gateley Story' is the story of our people and our culture. It is what has got us to where we are today as a successful business and it's the driving force behind the Gateley Team Spirit and the values that have shaped it. We have a set of shared internal values that capture what the Gateley Team Spirit is and this includes five elements that bind us all together as one Gateley: Ambitious for Success, Forward Thinking, Room to Breathe, Trusted to Do and Working Together. Every year across the group, we recognise members of our team that have gone and above and beyond and have lived these shared values. They are recognised at our annual Gateley Team Spirit awards.

## ***Diversity, inclusion and well being***

Diversity, inclusion and well being is an important part of Gateley's culture and values. We recruit talented people from a diverse range of backgrounds and cultures, providing equal opportunities for all to join our team regardless of age, sex, race, sexual orientation, disability, or culture.

We create an exciting and rewarding place to work that aims to fulfil everyone's potential and together to achieve personal and business goals. We offer flexible working patterns to help our staff achieve a good work/life balance and we encourage candidates seeking flexibility in their next role to apply for any of our vacancies.

We are proud to have been recognised by The Law Society as gold standard for our Diversity and Inclusion Charter and to be Stonewall Diversity Champions.

## **Additional Information**

If you are successful in receiving an offer of a role with our company a variety of pre-employment screening checks will be completed. Our screening checks can include but are not limited to your eligibility to work, professional and academic qualifications, any criminal records, your financial stability and references from previous employers. The screening that takes place will be relevant to your role and will vary from role to role.



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