

ROLE: COMPLIANCE ADMINISTRATOR

Base: Bromsgrove (plus travel to all other offices)

Hours: Monday to Friday, 9am to 5pm (35 hours per week)

Term: Permanent

About mfg

You'll be joining a regional law firm that enjoys a strong reputation, made possible by our exceptional people. We want to help you reach your full potential, love the work you do and deliver the best results for your clients. It's our goal to make you feel great about working with us, and we work hard to cultivate a culture that makes it easy for you to stay with us for many years.

The Compliance Team

As Compliance Administrator you will be providing administrative support to the firm's Compliance Officers and Compliance Manager to help ensure tasks are undertaken in a timely manner through adherence to and implementation of the firm's guidelines and policies and wider compliance administration in line with requirements set by the Solicitors Regulation Authority, The Law Society, Legal Ombudsman, Information Commissioner's Office, ISO, other regulatory bodies and other relevant legislation and guidance.

Day to day, you'll be successful in this role by...

The successful person will be diligent and have a good eye for detail, as well as being target driven and organised. Whilst understanding your contribution to the wider team and possessing good interpersonal skills, you will be self-sufficient and able to show initiative and a proactive attitude. You will also be proficient in the use of information and communications technology, maintaining diaries, interaction with clients/third parties and administrative tasks.

The position is well suited to someone with strong attention to detail, organisational skills and an interest in legal compliance and risk management.

Key Responsibilities

Compliance Administration

Assist with:

- maintaining compliance records, registers and databases
- the firm's compliance and policy procedures, including relevant administrative and support activities/tasks and evidencing firm compliance with mfg policies
- preparing documentation for audits and internal reviews
- run and circulate monthly reports across the wider firm

Data Protection and Confidentiality

- Assist with maintaining confidential records and documentation
- Support data protection and information governance processes
- Ensure sensitive information is handled securely and appropriately
- Maintain confidentiality and data protection standards at all times.

File Reviews and Audit Monitoring (Internal and External File Reviews)

- Support file review and audit monitoring activities
- Assist with tracking remedial actions identified from file reviews and audits
- Ensure records are updated accurately and promptly

File Closing and Archiving

- Close physical and electronic files in accordance with mfg's procedures
 - ensuring all required documentation is present and properly filed and assigning retention periods in line with legal and regulatory requirements
 - preparing files for secure storage, ensuring correct labelling and indexing
- Assist with archiving of client files and matters, including archiving database management, training colleagues, dealing with archiving queries
- Accurately update records management systems and databases with file closure details where files have been retrieved from archiving and are being returned.
- Assist with GDPR compliance, through the destruction of relevant data
- Update relevant databases

Training and Team Support

- Provide administrative support for compliance training sessions
- Train colleagues on file closing procedures and policy

General Duties

- Support wider compliance projects and initiatives
- Undertake general administrative duties, where required
- Assist with maintaining accurate filing and document management systems

Requirements

- Legal (or professional services) secretarial experience preferred
- Excellent communication and attention to detail skills
- Experience in audio typing and dictation
- Computer literacy and knowledge of Microsoft Office

Salary and Benefits

- Competitive salary
- 22 days' holiday, rising to 25 days from 1 September 2026 and 27 days in the holiday year after five years' service (plus additional days at Christmas and Bank Hols)
- Healthcare benefit scheme
- Employee Assistance programme and wellbeing services – 24/7 helpline facility
- Discounted legal fees for staff and family members
- Death in service provision
- Auto enrolment in our Company Pension, with enhanced employer contributions
- Annual colleague events

Other reasons to join us

- We offer a rewarding career of quality work alongside a commitment to your development. It's a fantastic environment in which people grow!
- A supportive 'people first' culture, driven by wellbeing and work/life balance... over 95% of our people responded in our most recent engagement survey that it's a great place to work and they're proud to work here.
- Committed to inclusion and our local communities, we aim to employ a diverse section of the community whilst our work for good causes continues to flourish. Many of our people are actively involved in CSR, Sports & Social and Health & Wellbeing groups.

For more information on what it's like to work at mfg, please visit [our recruitment page or email HR@mfgsolicitors.com](#) to arrange a confidential call to discuss this opportunity further.

Agencies please note – we have an agreed Agency PSL in place.

#mfgsolicitorsllp

#thelawfirmforlife

#lifeatmfg