

AML & RG Executive

Working for one of the UK's pre-eminent sports betting solution providers, offering services within the UK and beyond.

As an AML & RG Executive, you will be at the forefront of upholding the company's commitment to Anti-Money Laundering and Responsible Gambling. You will be representing the company, on behalf of our partners, in written and verbal communication with our customers. You will provide the high standard of customer service that has made us one of the leading sports betting platform providers in the industry.

The role:

To provide an efficient and reliable first point of contact with our partner's customers that reach certain monetary thresholds as set out by the UK Gambling Commission. Duties will include but not be limited to the following:

Responsibilities:

- Contacting customers on behalf of our partners by telephone and email.
- Verifying documentation in line with Gambling Commission regulations.
- Performing Enhanced Due Diligence on our customers, including background checks, in line with Gambling Commission regulations.
- Ensure that all interactions and correspondence are accurately recorded.
- Liaise with other departments (Customer Services, Marketing, Tech Support) to ensure issues are resolved.
- Review customer's accounts for potential Responsible Gambling concerns.

Requirements:

- Understanding of betting and a passion for sport.
- A good telephone manner. Previous experience in a call centre environment is desirable.
- Good communicator and the ability to explain things clearly and maturely.
- Excellent attention to detail.
- Ability to work with a team.
- An enquiring mind.
- Good level of numeracy.
- Flexibility to work evening and weekend shifts.



- Previous experience of working in a similar environment within the gambling industry is desirable.
- A good educational background is preferable (/A Level/Degree).

Your total hours of work will be 37.5 hours a week excluding 1 hour break daily worked between 08:30 to 17:00, Monday to Sunday based on a rotating shift pattern.

Please submit your resume via the FSB website:

<https://fsbtech.com/careers/>