

# >>> My life at the Authority...

## Jane Carmichael: Admin Officer AML/CFT

### >>> *What are your main duties?*

My main duties involve providing administrative support in all aspects of work for the AML/CFT Supervision Division. It is an enjoyable and varied role that primarily consists of dealing with enquiries regarding STRIX, our AML/CFT data collection and risk assessment system. I also arrange internal and external meetings and events, including booking venues, writing agendas and taking minutes of meetings, which can take place at the Authority or at a firm's premises. I am looking forward to being involved in primarily desk-based inspections.

### >>> *What are the most important qualities you need in your role?*

Attention to detail is crucial, along with a professional, helpful and friendly approach and a can-do attitude. My colleagues are keen to share knowledge and offer advice, so it's important to ask questions and be willing to learn. There is a lot to take in – processes, systems, methodology and the AML/CFT Code.

### >>> *What do you enjoy most about working for the Authority?*

Learning. Every day is a school day and no two days are the same. My probation period is fully immersive and I am grateful for all the learning opportunities. I am able to express my opinion and ask questions, and I feel

listened to and valued. My manager is very supportive and approachable and we have regular 1:1s where we discuss learning and development opportunities.

### >>> *How have you found the transition from the private sector to the financial regulator?*

I come from an industry background of general insurance and banking and was unsure quite what to expect. I was excited by the opportunities to learn and the fact that it was an additional role rather than a replacement for someone who had left. It is interesting to see a different perspective, for example how a customer risk assessment informs a business risk assessment, which in turn feeds into the country risk assessment. The office is very busy here, but it's a different sort of busy. It took me a while to get used to the telephone not ringing constantly and not having multiple customers at the counter.

### >>> *What advice would you give to someone who wants to work for the Authority?*

Have a look at the Authority's website. It's a mine of useful information and will give you a good overview of our work. Think about your transferrable skills – and don't be afraid to apply. I didn't have a great deal of direct compliance experience, but was offered the role because of my industry and customer service experience.



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