

Joseph Akah

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Personal Profile

A highly competent and motivated law graduate with a strong level of corporate experience and proactivity in providing timely, efficient and accurate compliance, legal and administrative support. Approachable and well-presented professional who is able to establish good working relationships with diverse stakeholders. Possessing a proven ability to generate innovative ideas and solutions to problems. I am a well-organised graduate and an excellent team player with a proven ability to work proactively in a complex and busy environment. Currently looking for a suitable position with a reputable organisation.

Education and Qualifications

2014 – 2014	Legal Practice Course (LPC) BPP Law School
2012 – 2013	LLM Law Masters Queen Mary's University of London
2009 – 2012	LLB Law Middlesex University
2006 – 2008	A levels - 2A's and 2 B's Burntwood 6th Form
2001 – 2006	GCSE's 3As 5Bs 3Cs Wimbledon College High School

Civil Service Department of Work and Pensions November 2020- Present

Job Role: - Legal Learning and Development Delivery Programmes Officer (HEO)

Role: Ensure legal, anti fraud, compliance and technical skills learning is delivered effectively across DWP in accordance with agreed standards.

- Working closely with the Learning Delivery Leader (LDL), agreeing the events to be delivered based on my skills and knowledge.
- Researching the wider context, including understanding the rationale and business context behind the learning, and key outcomes required for each event.
- Leading and building rapport with delegates to support them in developing a wider understanding of their role and how it supports service delivery overall.
- Delivering learning virtually through Teams (due to the Covid-19 virus) using excellent digital skills and also delivering face to face learning events in a classroom environment as restrictions are lifted.
- Deliver learning in a friendly, supportive and professional way, ensuring delegates are engaged and they achieve learning outcomes.
- Adapting my delivery to a wide range of material ensuring my pace and style complements the learning outcomes and key messages, whilst recognising different learning styles.

February 2017 – December 2019, British Gas, Centrica

Quality Assurance and Compliance manager

- Developing and amending necessary regulatory artefacts to ensure ECO (Energy Company Obligation) objectives are met, including changes to the Smart Energy Code (SEC) and the ECO scheme, ensuring Centrica maintains a compliant position that benefits its customers and energy consumers;
- Providing regulatory leadership on Centrica's other new product developments, arising from Government (BEIS or Ofgem) led programmes, and ECO internal change processes;
- Working with cross functional teams within Centrica comprising a range of specialists (technical and business analysts, commercial and procurement managers, delivery leads), as well as regulation team colleagues;
- Engaging confidently with programme stakeholders, including externally with BEIS, Energy Suppliers, & Ofgem.
- Considering the consequences of Government and Ofgem consultation decisions for ECO and supporting drafting of Centrica own consultations;
- Ensuring Centrica's decisions are aligned to Ofgem objectives and obligations within its regulatory framework and these are clearly captured.
- Lead and assist in the development of internal communications plans, with a strong focus on driving business alignment and employee engagement programs worldwide.

- Be a strategic partner to the Head of Internal Communications and co-producer of bi-weekly comms updates, making sure there's cohesion throughout internal communication efforts
- Providing continuous improvement of internal communication to foster two-way communication

February 2016- February 2017
Compliance Analyst

British Gas, Centrica

- Overseeing the Compliance process to conduct client identity checks in accordance with the Money Laundering Regulations (2007).
- Obtaining corporate information from relevant sources (e.g. Companies House)
- Review of information collated to determine further information requirements (including analysis of financial information)
- Completion of a client identity record and update of associated client log
- Liaising with fee earners and/or clients to obtain further information where we are not able to obtain the required information from public sources
- Ensuring identity checks are conducted within the time frames set out in our internal procedures.
- On-going follow up of incomplete checks
- Maintaining an up-to-date knowledge of all applicable FCA regulations pertaining to Financial Crime and Conduct Risk.
- Update of Dynamics (our CRM system) where identity checks have been completed
- Where required assist the Finance team with credit checks on outstanding debtors.
- Regular communication with stakeholders and building relationships with them
- Undertaking GAP analysis and risk assessments.
- Data / Cost Analysis - Systems used Excel. Responsible for providing up-to-date, accurate and relevant data analysis for the cost and contract managers.
- Checking the quality and control standards, forecasting future costs for some of our smaller packages / suppliers, collecting data and creating spread sheets and reports to present this data to our project, cost and contract managers

May 2015 – December 2015
6month maternity cover role New Jersey.

Maersk Shipping Group-Compliance

Role: The assistant legal compliance officer being one of the local points of contact and coordination for legal compliance areas.

- Manage multiple, concurrent projects developing project plans, project budgets and billing schedules.
- Manage project delivery for all projects running making sure they are delivered on time, target and budget.
- Develop use of new learning management software platforms with clients and actively seek new ways of re-purposing existing training content to further Maersk's digital offer
- Ensure project finances and forecasts are up to date monthly
- Client Relationship Management
- Carry out day to day contact with the client where appropriate, ensuring high level of client satisfaction
- Identify new business opportunities within existing accounts, feed these back and build on current and new business relationships
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September 2009 – May 2011
time)

St Georges Hospital HR London (Part

Duties:

- Maintaining extensive records in both paper and electronic format in a way that allowed others to quickly retrieve information
- Experience of working and complying with standard procedures and confidential information
- Experience of working in a high paced, customer focused environment
- Knowledge of organising and prioritising a busy and varied workload
- Good working knowledge of Information Technology, covering a range of Microsoft applications or equivalent packages
- Relevant experience in a regulated environment
- Experience of advising and influencing managers in the interpretation of HR Policies, HR Procedures and terms and conditions of employment
- Communicate succinctly, both verbally and in writing, using appropriate styles, methods and timing, in order to engage and influence others

- Ensuring that all calls are recorded on the bespoke HR case management system to track activity, aid communications and provide management information on departmental activity
- Working as a central, first point of contact to answer HR related queries for managers and staff nationally by telephone and email. Queries covered interpretation of contractual Terms and Conditions, and HR policies and employment law.

Acquired Skills

- Excellent working knowledge of FCA codes & standards.
- Clear understanding of Joint Money Laundering Steering Group Guidance
- Good knowledge of regulatory obligations.
- Good knowledge of the proceeds of Crime Act and Customer Classification
- Excellent ability to communicate at all levels with confidence (written & verbal)
- Excellent and extensive user of Microsoft office tools.

Numerical & Problem Solving

- Can resolve numerical problems with a methodical, logical & precise approach
- Speed, accuracy and analytical skills developed various Legal Internships.
- Excellent experience from both academic record & professional work environment

Communication & Leadership

- Experience of both verbal & written communication, including presentations at all levels of an organisation
- Managed business projects through managing people and delegating tasks to achieve goals

Information Technology/Technical Skills

- Highly competent user of MS Word, Outlook, Excel, Access, PowerPoint
- Advanced User of Excel including Lookups, Pivot Tables, Macros & Formulae

References

Available on request

