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| Job title: **CDD Analyst, Customer Due Diligence (CDD) Operations (UK Digital)** | Location: **Sofia, Bulgaria** |
| Function: **Customer Services**  Reports to: **CDD Team Manager** | No. of direct reports: **0**  No. of non-direct reports: **0** |
| Budgetary responsibility: **None** | NGR/P&L: **None** |
| Purpose of role | |
| We’re Entain. Our vision is to be the world leader in sports betting and gaming entertainment by creating the most exciting and trusted experience for our customers, revolutionising the gambling space as we go. We're home to a global family of more than 25 well-known brands, and with a focus on sustainability and growth, we will transform our sector for our players, for ourselves and for the good of entertainment.  The CDD Analyst will ensure high quality customer reviews are completed in a timely manner, through a holistic view of the customer’s gambling activity, and mitigating any Safer Gambling, Affordability or Money Laundering/Terrorist Financing concerns with appropriate controls.  You will work with colleagues across different jurisdictions to contribute to the department performance and ensure compliance with policies and regulatory requirements.  You’ll also be required to handle complex escalated customer interactions to ensure both the business and the customer are protected and to minimise complaints. | |
| Key responsibilities | |
| **Main:**   * Produce detailed customer reviews with clear, accurate case files where risk triggers are identified, or internal thresholds are met. * Work closely with the Customer Protection Contact Centre to ensure customers are contacted where appropriate to understand their circumstances and provide appropriate Safer Gambling advice. * Identify Money Laundering or Terrorist Financing issues and escalate concerns in a timely manner. * Review open source information and documents provided by customers to assess Affordability and evaluate any financial crime or Safer Gambling concerns. * Liaise with the UK Retail CDD Team when appropriate to gather full details of cross product customers.   **Occasional:**   * Identify potential improvements in existing standard operating procedures relating to anti-money laundering and safer gambling. | |
| Specialist skills and experience | |
| **Essential:**   * Proven experience of detailed, investigative and analytical working practices. * Must be detail-oriented and analytical. * Strong knowledge and experience Anti Money Laundering and Responsible Gambling requirements. * Motivated, well-organised, and accurate with a high attention to detail. * Effective English written and verbal communication skills. * Able to work on own initiative and to challenge processes where improvements could be made. * Effective teamwork skills * Able to work to strict deadlines and prioritise issues.   **Desired:**   * Hold or working towards a professional qualification in AML. * Understanding of utilising customer case management systems. * Experience of working within AML or Safer Gambling environment in the gambling industry. * Proficient in Microsoft Office. | |
| Competencies / behaviours | |
| * Achievement Drive * Works With others | |
| Diversity and equal opportunities:  As a global employer, Entain is committed to providing a safe, fun, and inclusive culture where our people feel like they truly belong.  We are a multicultural business that values, celebrates and respects individual differences, so whatever your sexuality, gender, gender identity, ability, age, race, religion or belief, you will have a voice here, and the space to do your best work.  Our diverse internal networks provide the support for you to express your views and make a positive difference, all for the good of entertainment. | |