

Role Title	Customs & Excise Compliance Leader
Internal Reference	TBC
Business Unit / Group Function	OBU/Finance
BU Team / Sub-Function	Operations Finance/Customs & Excise
Location	SBP
Team Leader Role	Operations Finance Leader
Role Level	3B
Team Members	Yes
Role Purpose To ensure the business meets current and emerging compliance requirements relating to HMRC Customs & Excise, Scotch Whisky Verification and Irish Revenue, in line with the evolving expectations of regulatory bodies. Lead the development of a forward-looking, effective function that uses data and insights to prioritise activity, improve ways of working, and direct capability and capacity to the areas of greatest business impact.	
Accountabilities • Direct and implement the WG&S approach to manage Customs and Excise, Scotch Whisky Verification and Irish Revenue risks. Provide on time monthly reporting, advice and analysis to the WGS Leadership Team against the agreed KPIs and compliance strategy. Advise on upcoming changes in legislation and facilitate the business in its implementation. • Represent WG&S with external stakeholders, maintaining strong relationships with HMRC and other relevant regulators, while also raising the profile of Customs & Excise internally with the OBU Board to support delivery of business objectives. • Identify and evaluate business risks and propose effective processes and controls to manage those risks to an acceptable level. • Develop and implement a framework to monitor WG&S compliance against relevant legislation. Devise and implement specific tools, processes and interventions (including risk management frameworks, audit methodologies and structures) appropriate to/for the business area in line with best practice. • Provide leadership to shape and embed a more effective, forward-looking operating model for the team, using data and insights to inform priorities, drive simplification, standardisation and continuous improvement, and ensure capability and capacity are focused on the areas of greatest business impact rather than reactive or tactical delivery. • Drive timely identification and assessment of risks and non-compliance to legislation. This should be supported by developing statistical and data driven insights utilising internal and external platforms and the application of risk management practices. • Define and develop the ongoing compliance approach for SWA Scotch Whisky Verification Process across the Scottish sites. Manage and facilitate the regulatory body through the audit process on all sites to achievement of a positive result and continued membership of the scheme. • Lead and co-ordinate relevant compliance plans and resources, negotiating/liasing with External Regulators/third parties where required, to ensure that relevant outcomes are achieved in accordance with agreed scope and time and within business constraints. Agree and monitor improvement action plans with responsible management of external regulators where required. • Develop and maintain strong relationships with internal stakeholders, to raise awareness, advise on the correct course of action, influence process change, drive continuous improvement and the adoption of best practice, to enable achievement of business objectives relating to HMRC Customs & Excise Compliance. • Develop and implement a framework for Compliance training across the relevant operations sites. This should consider risk management practices, identify key teams and personnel and consider the frequency of the training. This includes the development of standardised processes to deliver training programmes, including tools and templates tailored to the areas of the organisation and associated risk. • Facilitate face to face and virtual training events, when required, using engaging facilitation skills to actively involve people in learning, motivate them to adopt desired behaviours and meet agreed session outcomes.	

Ensure strong cross site relationships are established and maintained. Delivering timely feedback from internal audits with the site leads to raise any feedback or key areas of focus. Providing tangible outcomes.

Created by:	Catriona Douglas
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HRBP:	Kirsty Morris
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