



Job Description

Job Title: Client Services Manager
Department: Client Services, Operations
Reports to: Head of Operations
Direct Reports: 5
Certified Person: No
Budget Responsibility: No

Purpose of role:

The Client Services Manager (“CSM”) is responsible for the Client Services Function, reporting directly into the Head of Operations. The CSM will be primarily responsible for customer/account opening and maintenance, processing customer complaints, dealing with customer queries, users’ maintenance on the Bank’s online banking platform, maintaining the Bank’s static data and ensuring customer information is kept up to date.

Primary Responsibilities of Role:

Management and Supervision of the **Client Services team** to achieve operational excellence and effective delivery within set SLAs.

- Identify areas of operational risk and implement sound controls to ensure that risks are managed effectively in the day to day running of the Client Services Function.
- Ensure that risks incidents are reported as per policies and procedure to the Operational Risk Function of the Bank.
- Ensure Complaints Handling processing is stringently managed in accordance with policy and procedure and FCA timescales
- Nostro reconciliation and investigations are effectively managed daily in accordance with Bank procedure
- Ensure Client Services performs all the relevant Compliance checks and controls according the bank’s Financial Crime Prevention Policy.
- Develop, update, and maintain Function procedures and SLAs.
- Ensure process workflows and procedures are reviewed and updated where appropriate and identify where change and process improvement could be introduced.
- Support Management to ensure the team is fully cross trained, ensuring that Client Services has always adequate supervision and support.
- Champion projects and initiatives related to the continuous improvement of the Function through synergies and collaboration across the Bank.
- Ensures robust management of errors in spirit of being “Open, Honest and Transparent”.
- Where required, engage with vendors, and build working relationship with 3rd parties.
- Day-to-day people management of the team, including distribution of tasks and projects, attendance management, training, and development.
- Contribution to the Performance Evaluation of team members, including Objective Setting and Development.
- Maintenance of any non-transactional data in order to preserve a clear segregation of duties between transactional and static data.
- Maintain legal documentation of clients and transactions.
- Other related duties as assigned.



Individual Conduct Rules:

- **Rule 1:** You must act with integrity.
- **Rule 2:** You must act with due skill, care and diligence.
- **Rule 3:** You must be open and cooperative with the UK Financial Conducts Authority, the PRA and other regulators.
- **Rule 4:** You must pay due regard to the interests of customers and treat them fairly.
- **Rule 5:** You must observe proper standards of market conduct.

Competence Requirements:

Competency Level

Client Focus	3	Risk Awareness	2
Change Orientation	2	Professionalism	2
Decision Making & Accountability	2	Working with Others	2

Professional/Academic Qualifications:

- Bachelor's degree, preferably in Banking/Financial Services or a similar field is desirable.

Experience/Knowledge

- Must have a minimum of 5 years' experience in Banking/Financial Services in the Operations/Client Services area.
- Fundamental experience in complaints management and reporting.
- Strong knowledge of Nostro Reconciliations and Investigations.
- Fundamental experience in Front to Back Operations process flow and end to end Client service.
- Understanding of the Payments sphere: SWIFT Payment Messages, CHAPS, FPS and BACS, Direct Debits, Card management and Internet Banking.
- Sound understanding of implementation and management of risk controls.
- Demonstrate awareness of standard business practices and an ability to quickly understand the business such as products and services; its internal systems, processes, and procedures; and its relevant external influences (competitors, laws and regulations, market conditions, etc.)
- People management skills at a team level.
- Experience of the development and production of detailed MI, with the ability to distinguish key information and trends in detail to drive performance outcomes.

Technical Skills:

- Flexcube working knowledge desired but not essential
- Excellent working knowledge of SWIFT
- Intelli-match /or similar Confirmation matching systems experience
- Solid Excel, Word, PowerPoint, Outlook skills

Interpersonal Skills:

- Excellent customer services skills dealing with corporate and individual customers, including overseas based.
- Strong relationship building skills and an ability interact efficiently with senior key stakeholder's and other teams within the company
- People management skills, including performance reviews, attendance & discipline management, training and development, team cross-skilling,
- Applies strong resilience and maintains performance in the face of continued high levels of work pressure. Recognizes when people are under pressure and provides the appropriate support



- Have a strong focus on continual learning and application of Regulatory requirements.
- Ability to work using own initiative and assisting, ensuring all departmental deadlines will be met, and assisting others.
- Strong attention to detail, quality and accuracy
- Ability to identify, evaluate and implement operational efficiencies and control improvement
- Readily accepts personal responsibility and accountability
- Incident and Problem Management: demonstrates rapid powers of recovery, understanding the need of Root Cause Analysis to prevent reoccurrence and improve end-to-end service

Languages:

- Fluency in written and spoken English

Signed:

Date: