

Deputy Manager- Client Services & Payments Investigation London

FirstBank UK is a globally recognised, successful bank who provide world-class services to various institutions and individuals. Offering a comprehensive range of retail and corporate financial services/products, this thriving business boasts over 10 million active customers in over 700 business locations. Due to business requirements, we are now looking to acquire the services of an experienced Deputy Manager to deputise & assist the Client Services Manager in the day-to-day management of the Bank's Client Services & Payment Investigations function.

- **Office hours are Monday-Friday, 9am-5pm with a 1-hour lunch.**

Key Responsibilities:

- Assist & deputise for the Client Services Manager to achieve operational excellence and effective delivery within set SLAs.
- Support the CSM to help identify potential areas of operational risk & assist with implementing controls to ensure that risks are mitigated & managed.
- Support the CSM to ensure the team is fully cross-trained, ensuring the department always has good supervision & support.
- Effectively assist the CSM with stringently managing the Complaints Handling process.
- Take responsibility for the Bank's direct debit & BACs clearing via HSBC.
- Act as 1st line support for user maintenance for the Bank's online banking platform as well as debit card management, daily reconciliation and quarterly Mastercard reporting.
- Assist the CSM with the Bank's customer static data maintenance.
- Ensure timely and accurate submission of Customer Complaint and REP017 regulatory reporting.
- Assist the CSM to maintain a high standard of quality controls on the SCV files, and work in conjunction with the Chief Data Officer (CDO) and Head of Regulatory Reporting (HRR) to ensure data is compliant with Single Customer View (SCV) reporting requirements.
- Effectively review, monitor, assess any risks and manage the Banks' outbound payments for fraud detection. Implement processes and controls to mitigate payment fraud risk.
- Assist CSM in the day-to-day people management of the team, including distribution of tasks and projects, attendance management, training, and development.
- Support with any Bank projects as and when required.

Key Skills/Experience:

- Previous experience within Banking/Financial Services particularly within the Operations/Client Services area.
- Previous people-management skills.
- Strong experience in customer complaints management & regulatory reporting.
- Strong knowledge of FSCS rules & regulatory requirements.
- Strong understanding of the payments sphere (SWIFT, BACS, Direct Debits, card management & internet banking).
- Good understanding of the implementation & management of risk controls.
- Experience of developing & producing detailed MI.

- Excellent attention to detail.

In return we offer a fantastic benefits package including:

- Up to 10% employer pension contribution
- Life Assurance Cover
- Income protection
- Private Medical Insurance plan (upon successful completion of probation period)
- Contribution to glasses/contacts and eye testing
- Gym subsidy (up to £50 per month)
- Cycle to work scheme
- Employee Assistance Program
- Interest Free season ticket loan for travel
- Birthday Leave
- 25 days annual leave, rising to 28 after 3 years and 30 after 8 years' service
- Give As You Earn (GAYE)

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