



Job Description

Job Title: Private Banking Assistant, Private Banking
Department: Private Banking, Business Development
Reports to: Senior Relationship Managers/Deputy Head, Private Banking
Direct Reports: No
Certified Person: No
Budget Responsibility: No

Purpose of role:

Providing support to the Relationship Managers on a variety of administrative issues. Responding to and resolving client queries relating to account activities; and providing KYB/KYC maintenance.

Primary Responsibilities of Role include:

- General administrative support to Relationship Managers such as: Account Opening, Client Screening, KYC/KYB Maintenance and updates, Client transfer requests, Client enquiries.
- Conduct effective KYC screening of prospective clients and review due diligence documentation to assist with client on boarding and retention.
- Conduct effective KYB updates, prepare SMAFS and monitor on an ongoing basis, the KYB report
- Maintain compliant and accurate client files as required by the Bank's policy and relevant external bodies and ensure client data is updated as required.
- Prepare and provide accurate monthly MI for Management including performance reports, client revenue reports
- Keep line manager and team members informed of business progress & activities as related to the activities of the Department
- Maintain personal progress & development and ensure growth and learning is achieved on an ongoing basis.
- Other duties as may be required and assigned by Line Manager

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:

Professional/Academic Qualifications:

- Degree level education or equivalent is desirable



Experience/Knowledge

- Essential: Customer Service/KYB/KYC experience
- Minimum of 2 years’ experience in Retail Banking/Financial Services.
- Strong working knowledge of Excel skills sufficient to produce reports and meaningful MI

Technical Skills:

- Essential: Proficient skills in Excel, Word, PowerPoint
Strong attention to detail, quality and accuracy

Interpersonal Skills:

- Ability to work effectively in a team-oriented environment
- An ability to ‘think outside the box’ and look for creative solutions
- Strong drive for continuous improvement.
- An inquiring mind to investigate client issues
- Communication: Sound communication skills – with ability to communicate both internally and externally
- Teamwork: Able to demonstrate team playing skills and able to assist others when required
- Initiative: Ability to self-manage tasks and work on own initiative within set parameters

Languages:

- Fluency written and spoken English

Behavioral Competencies:

There are *six core behavioural competencies* applicable to every member of staff as part of FBN’s Performance Management Framework and are fundamental to the way in which we operate. The level of behaviour required for your role is detailed below and the full range of descriptors for each level is available in the Competency Framework Booklet.

	Competency	Level
1	Professionalism	3
2	Client Focus	3
3	Decision Making & Accountability	3
4	Working with Others	3
5	Change Orientation	3
6	Risk Awareness	3