

Job Description

Job Title:	Payments and Settlements Manager
Department:	Operations - Payments and Settlements
Certified Person:	No
Reports to:	Head of Operations
Direct Reports:	Yes
Budget Responsibility:	No

Purpose of Role

The main function of the role is to actively manage and take responsibility for the Payments and Settlements team within the Operations Department. The job holder will ensure that all payments and treasury transactions are processed and settled in an accurate and timely manner and in compliance with all relevant regulation, policies and procedures.

Primary Responsibilities of Role

- Manage and supervise the Payments & Settlements unit, to ensure an effective and efficient operating model is maintained. Process all payments and settlements transactions within pre-set standardized turnaround times and ensure SLAs are complied with.
- Ensure accurate and timely monitoring and settlement of all trades transactions in Euroclear.
- Ensure that all transaction processing is in compliance with regulatory and Bank's policies and procedures with prompt intervention to resolve problems/ concerns. Act as a payment/transaction authoriser, where necessary.
- Ensure that the operational risk is effectively managed and addressed in all aspects of the Payments and Settlements function.
- Ensure that any audit points have been addressed and cleared in a reasonable time.
- Review department delivery processes with a view to ensure smooth workflow within the department, reduce turnaround times and achieve efficiency and cost benefits
- Develop, improve and maintain, policies and procedures and user manuals for the Payments & Settlement unit.
- Lead projects related to Payments and Settlements, ensure their timely completion, achievement of objectives and cost efficiencies. Ensure the change-over to new systems and processes is smooth and error-free.
- Manage maintenance of transaction records and documents and create an archival system for easy retrieval
- Prepare regular MI and analysis for senior management for effective monitoring and control.
- Provide technical support and advice in the field of Payments, Settlements and Securities to senior management, other stakeholders such as Business Development teams to help drive new business solutions.
- Carry out all people management responsibilities for the team, including performance reviews, attendance, disciplinary and sickness matters. Promote cross-skilling and ensure that all members of the team have personal development plans and are on track for their cross-skilling.

Conduct Requirements:

- **Rule 1:** You must act with integrity
- **Rule 2:** You must act with due skill, care and diligence.
- **Rule 2:** You must be open and cooperative with the UK Financial Conduct 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:

Experience/Knowledge:

- Minimum of 5 years of banking experience both as a manager and a proven leader with predominant experience of Commercial Payments, Treasury settlements, Securities, and/or Cash management, Nostro Reconciliations, etc.
- An experience in a foreign bank based in the UK will be a distinct advantage
- An experience of managing change in relation to systems, processes, workflows and resources is beneficial

Technical Skills:

- Excellent understanding of all SWIFT/Payments in 100,200,300,500,900 series, BACS and Chaps.
- Treasury Settlements and/or Securities skills are highly desirable
- Knowledge of Flexcube (v14.2 onwards) will be advantageous.
- Risk management and prevention
- Be commercially aware of payment and treasury products, systems and new innovations
- Good MS Office product skills.

Interpersonal and Organisational Skills:

- Strong people management skills and experience, including management of change
- Excellent verbal and written Communication skills, including senior stakeholders, external partners and customers
- Good analytical reasoning.
- Strong organisational skills in relation to self and the team
- Able to develop and implement solutions both tactical & strategic
- Attention to detail and accuracy.
- Ability to remain calm under pressure and find a solution in a complex and demanding environment

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 descriptions for each level is available in the Competency Framework Booklet.

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