



Job Description

JOB TITLE	Wealth Services Manager
LEVEL/BAND	MS30
DEPARTMENT	Operations
DIRECT REPORT	Senior Operations Manager

Overall Purpose of the Position

The Wealth Services Manager is responsible for effectively managing the back-office function for the Wealth Management and Investment Management businesses in accordance with established policies and standards. The jobholder will ensure that business processes are carried out in an efficient, controlled and timely manner whilst managing risk and minimising losses. He/she will lead the Team through effective planning and management of the resources under his/her remit in an appropriate way and continuously seek to improve the effectiveness of the Unit whilst ensuring compliance with regulatory requirements.

Operational Responsibilities

- To manage the wealth management and investment management back-office activities, including trade order processing, IPOs, settlement/clearing, corporate actions, managing documentation, reconciliations, compliance and customer reporting, etc.;
- To ensure that the Unit operates in an efficient, controlled and in accordance with set timeframes and proactively anticipate operational issues;
- To ensure that the Unit is compliant with regulatory obligations and that risk is timely identified and appropriately escalated to ensure appropriate mitigation with an aim to minimize losses;
- To act as a central point of contact to ensure smooth liaison with 3rd party product providers and other Wealth Management & Distribution Stakeholders, providing the necessary back office support to overall portfolio management.
- To effectively manage the activities related to the processing of Life and Non-Life insurance applications and renewals in a timely manner.
- To ensure customer queries from the front line are handled in a timely and appropriate manner, and ensure best effort is made to resolve queries in the first instance.
- On an ongoing basis ensure that the Unit`s processes and procedures are maintained up to date and in line Bank`s Risk and Compliance guidance.

- To continuously seek to optimize process flows and recommend solutions in collaboration with internal/external parties as necessary to drive better operational efficiencies;
- To manage staffing of the Unit and maintain an efficient working environment based on effective planning of work and communication to ensure continuity;
- To set and maintain performance metrics, carry out regular assessments and prepare reports to inform management appropriately;
- To act as Business System Owner for the systems within the domain of the Unit, such as the portfolio management system, to ensure the functionality is adequate to support business requirements in collaboration with other internal stakeholders;
- To lead and collaborate on an ongoing basis with internal and external parties;
- To remain up-to-date with industry and regulatory developments and best practices in this area.
- To perform additional duties, mainly related to the continuous identification of streamlining, and automation opportunities in the wealth /account services environment which may be reasonable assigned to the Unit as and when required.

General Responsibilities

- To be involved in projects and other activities as may be directed by Line Management from time to time;
- To represent the Bank with external parties as may be directed by Line Management from time to time;
- To ensure compliance with Bank's policies, guidelines and procedures at all times and to implement appropriate mechanisms for the effective monitoring and control of the credit related support functions under responsibility of the Unit;
- To actively participate and contribute towards the ongoing development of the Unit and the Bank;
- To ensure a high standard of work and maintain a customer service focus;
- To conduct performance reviews of staff members, provide ongoing guidance and identify training needs to support the development of staff in order to achieve their full potential, and create opportunities to nurture their talent and identify and grow successors

Qualifications, Skills & Competencies

	SKILL	EXPERIENCE	QUALIFICATION
MANDATORY	<p>Be customer oriented with strong focus on quality of service and good sense of business.</p> <p>Be decisive and able to challenge the status quo.</p> <p>Have excellent communication and interpersonal skills with ability to influence and negotiate with internal and external stakeholders.</p> <p>Be reliable, organised, meticulous and prepared to work under pressure.</p> <p>Be a good leader, able to motivate, develop and support team members.</p> <p>Be adaptable, dynamic and an ongoing learner.</p> <p>Be comfortable with business systems and processes.</p>	<p>Have proven (minimum 2 years) experience at managerial level in the area of wealth / investment and insurance back-office.</p> <p>Have technical knowledge in wealth / investment and insurance, particularly from a back-office perspective.</p>	<p>Preferably possess, or is in the process of obtaining, a banking qualification or related professional qualification related to the area</p>
DESIRABLE	Lean Management Capabilities		