

## Job description form

Details of the role	
<b>Department</b>	<b>Client Support Services</b>
Job title	Account Opening Executive
Temporary/Permanent	Permanent
Reporting to	Manager, Wealth Management Account Opening
What we are about	
<p>The Account Opening Team is a centralised team responsible for on boarding all Wealth Management clients. The on-boarding experience for many customers can be their first experience our brand and what it means to join the Goodbody community.</p>	
Breakdown of the work involved	
Day to day duties	<p>The role will involve providing support, guidance and expertise to all Investment Managers, Financial Planners and their clients throughout the on-boarding process. Our clients are central to everything we do; therefore, we strive to provide an excellent on-boarding experience to all our clients.</p> <p>The responsibilities of the role will encompass:</p> <ul style="list-style-type: none"> <li>▪ Carrying out the end-to-end client on-boarding process and delivering high quality customer service to clients</li> <li>▪ Furnishing account opening documentation to our clients/prospective clients, in a timely and professional manner, as requested by the Investment Managers and Financial Planners</li> <li>▪ Providing advice and guidance to Wealth Management and our clients on all aspects of account opening for all client types (individuals, companies, trusts, pensions, charities etc.)</li> <li>▪ Reviewing completed account applications, and identifying any issues that need to be addressed and resolved in order to meet regulatory standards and internal requirements</li> <li>▪ Assessing new accounts to ensure Customer Due Diligence (CDD), AML, Suitability and Vulnerability criteria are met and addressed</li> <li>▪ Attend client meetings with Portfolio Managers, where necessary, in order to assist with account opening documentation</li> <li>▪ Developing good working relationships with internal stakeholders, including Wealth Management, Compliance, Internal Audit and Operations</li> <li>▪ Driving process and system improvements (digital and non-digital) both for clients and staff to bring about a better experience and efficiencies for all</li> <li>▪ Updating account opening documentation and procedures as required due to changes to regulation and/or internal policy</li> </ul>
Experience required	
Experience required (years)	<ul style="list-style-type: none"> <li>▪ Candidates should have at least two years Financial Services experience</li> </ul>
Qualifications	
Specific industry qualifications	<ul style="list-style-type: none"> <li>▪ Excellent knowledge of MS Office (Word, Excel and Powerpoint) is essential</li> </ul>

<b>Person specification</b>	
Characteristics of the type of person this role may suit	<ul style="list-style-type: none"> <li>▪ Consistently demonstrate customer focused behaviour while using judgement to make sound, dependable decisions</li> <li>▪ Excellent organisational and administrative skills with a high level of accuracy and attention to detail</li> <li>▪ Ability to work in dynamic environment and enthusiasm for innovations in digital on-boarding and customer service technology</li> <li>▪ Flexible, positive attitude in their approach to work. Working as a key part of the team in providing support to colleagues and ensuring that the team maintains optimum performance and delivery objectives</li> <li>▪ Excellent time management with the ability to work to tight deadlines and handle multiple demands</li> <li>▪ A professional manner – presentable and personable with a calm demeanour</li> <li>▪ A focus on excellent client service delivery</li> <li>▪ A willingness to undertake industry qualifications and attain same within an agreed timeframe</li> <li>▪ A team player but also with the ability to work on own. The initiative to challenge traditional ways of working and actively propose and drive change (digital and non-digital) where applicable</li> </ul>
<b>Person specification</b>	
The ideal candidate is likely to:	<ul style="list-style-type: none"> <li>▪ Excellent organisational and administration skills; ability to prioritise workload and multitask</li> <li>▪ High level of accuracy and attention to detail</li> <li>▪ Demonstrated ability to work to deadlines</li> <li>▪ Excellent communication and interpersonal skills with a confident and professional demeanour</li> <li>▪ An enthusiastic approach to work with the ability to work well on own initiative and in a team environment</li> <li>▪ An aptitude to interpret regulations and regulatory guidance notes and provide guidance on their application</li> <li>▪ A willingness to undertake industry qualifications and attain same within an agreed timeframe.</li> </ul>
<b>Timeline</b>	
How to apply	Please send your Cover Letter and CV to <a href="mailto:careers@goodbody.ie">careers@goodbody.ie</a> . Title of your mail – Account Opening Executive
Closing date for applications	12 noon Friday, 30 <sup>th</sup> April 2021

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