

## Job description form

Details of the role	
Department	Client Support Services
Job title	Stock Settlement Executive
Temporary/Permanent	Permanent
Reporting to	Stock Settlements Team Leader
About Client Support Services	
	<p>This role is based in the Operations department of Goodbody, the Client Support Services department is an amalgamation of our traditional Middle Office, with our Account Opening, Account maintenance and Pension Administration teams. This is a vibrant and exciting area, it maintains an environment of evolution, strategic foresight and staff development. Client Support Services is an area for career Operations persons to grow, develop and be rewarded in a supportive and professional division.</p>
Breakdown of the work involved	

Day to day duties	<ul style="list-style-type: none"> <li>• Processing of Off Market Transfers for our Institutional and Retail clients.</li> <li>• Validation of pricing and client portfolio data.</li> <li>• Support and delivery to our large Corporate Broking clients to aid the smooth delivery of share cancellations.</li> <li>• Ensure Procedure Manuals are continuously updated with all changes and new procedures.</li> <li>• Various ad-hoc projects as they arise.</li> <li>• Ensure that all tasks performed are compliant with relevant policies and settlements procedures.</li> <li>• Ensure on-going compliance with Client Asset Regulations (CAR).</li> <li>• Keeping abreast of all new/revised legal/operational matters affecting the department and assessing the impact of same on the day to day running of the business.</li> <li>• To take full responsibility and ownership for all assigned administrative services.</li> <li>• To provide a robust and timely client service, working within the Control framework and Goodbody policies and procedures.</li> <li>• Consistently seek to deliver further efficiencies in services and processes.</li> <li>• Consistently demonstrate customer focus behaviours while using judgement to make sound and dependable decisions.</li> <li>• Deliver a high-quality service to internal and external customers. Providing support and guidance to the Wealth Management Department on a broad spectrum of matters.</li> <li>• Work as a key part of the team in providing support to colleagues and ensure that the department maintains optimum performance and delivery of objectives.</li> <li>• Challenge traditional ways of working and actively propose and drive change where appropriate.</li> <li>• Ensure compliance with assigned and agreed Performance Objectives.</li> <li>• Representing the team and/or department on ad-hoc matters as they arise.</li> </ul>
Adhoc duties	<p>Build and maintain strong relationships with all colleagues, relevant vendors / customers and stakeholders.</p> <ul style="list-style-type: none"> <li>▪ Recognise and record Service Level Agreement Breaches against Outsourced Provider as and when they occur – adhere to Breach recognition and escalation procedures.</li> <li>▪ Represent the Client Support Services on internal/external forums with the ability to obtain a favourable resolution for all concerned.</li> <li>▪ Be responsive and receptive to internal and external change initiatives.</li> <li>▪ Escalation to Team Leader of all relevant matters whilst retaining responsibility for resolution.</li> </ul>
<b>Experience required</b>	
Specific systems knowledge	Proficient in Microsoft applications principally Word and Excel.
Experience required (years)	Experience within a Financial Services firm would be an advantage.
<b>Qualifications required</b>	

Specific industry qualifications	Specific industry qualifications
Third level	Third level qualification would be an advantage.
<b>Person specification</b>	
Characteristics of the type of person this role may suit	<ul style="list-style-type: none"> <li>▪ Proven track record of problem identification and resolution at an inter-departmental and third-party level.</li> <li>▪ Confident communicator with excellent written, oral and interpersonal skills.</li> <li>▪ Good workload management, with the flexibility to switch between tasks as necessary and manage workflows and responsibilities assigned.</li> <li>▪ Strong interpersonal and team working abilities.</li> <li>▪ Very high levels of accuracy and attention to detail are mandatory.</li> <li>▪ Ability to work in a team environment or on own initiative with limited supervision.</li> </ul>
<b>Timeframes</b>	
How to apply	<p>Please send your Cover Letter and CV to <a href="mailto:careers@goodbody.ie">careers@goodbody.ie</a>. Please include responses to the following:</p> <ul style="list-style-type: none"> <li>▪ What is your expected salary?</li> <li>▪ What is your current notice period?</li> <li>▪ Are you eligible to work in Ireland?</li> <li>▪ Have you been employed by AIB or any Group Company within the last 2 years?</li> <li>▪ If the answer is 'Yes', please confirm your date of leaving AIB Group or any Group Company?</li> </ul>

Goodbody has been a strategic advisor to entrepreneurs, families, private and public companies for over 145 years. We are a full service, investment-led business offering wealth management, asset management and investment banking services. How we work is equally important to us. Deeply proud of our heritage and reputation, quality advice and exceptional client service is at the core of our offering. Thanks to the commitment of all our employees Goodbody was recognised as a Great Place to work. If this sounds like a company you'd like to work with, we'd love to hear from you.

Goodbody is an equal opportunities employer and is committed to fostering an inclusive workplace which values and benefits from the diversity of our workforce.

Please read the Goodbody Recruitment Privacy Notice. By submitting your personal data to us, you acknowledge that you have read and understood this Privacy Notice and agree to the use of your personal data in line with this. We will only use the information that we collect about you lawfully in accordance with the Data Protection Acts, 1988 and 2003 and the EU General Data Protection Regulation (GDPR).