Job description form

Details of the role	
Department	**Client Support Services**
Job title	Graduate
Employment Type	Temporary (10 week placement)

Breakdown of the work involved	
Day to day duties	▪ Ensure that all tasks performed are compliant with relevant policies and procedures. ▪ Ensure on-going compliance with Client Asset Regulations (CAR). Responsibility is on the individual to be familiar with the regulations. ▪ Ability to recognise any breach of CAR and adhere to escalation policies. ▪ To take full responsibility and ownership for all assigned administrative services. ▪ To provide a robust and timely settlement service, working within the Control framework and Goodbody policies and procedures. ▪ Consistently seek to deliver further efficiencies in services and processes. ▪ Consistently demonstrate customer focus behaviours while using judgement to make sound and dependable decisions. ▪ Deliver a high quality service to internal and external customers. ▪ Work as key part of a team in providing support to colleagues and ensure that the department maintains optimum performance and delivery of objectives. ▪ Challenge traditional ways of working and actively propose and drive change where appropriate. ▪ Ensure compliance with assigned and agreed Performance Objectives. ▪ Guarantee full responsibility for all individually assigned tasks. ▪ Ensure Procedure Manuals are continuously updated with all changes and new procedures.
Adhoc duties	▪ Build and maintain strong relationships with all colleagues, relevant vendors / customers and stakeholders. ▪ Recognise and record Service Level Agreement Breaches against Outsourced Provider as and when they occur – adhere to Breach recognition and escalation procedures. ▪ Be responsive and receptive to internal and external change initiatives. ▪ Escalation to Team Leader of all relevant matters whilst retaining responsibility for resolution.

Experience required	
Specific systems knowledge	▪ Proficient in Microsoft applications principally Word and Excel.
Experience required (years)	▪ None

Qualifications required	
Specific industry qualifications	▪ Experience of different stockbroking functions would be an advantage.
Third level	▪ Third level qualification would be an advantage.
Person specification	
Characteristics of the type of person this role may suit	▪ Proven track record of problem identification and resolution at an inter-departmental and third party level. ▪ Confident communicator with excellent written, oral and interpersonal skills. ▪ Good workload management, with the flexibility to switch between tasks as necessary and manage workflows and responsibilities assigned. ▪ Strong interpersonal and team working abilities. ▪ Very high levels of accuracy and attention to detail are mandatory. ▪ Ability to work in a team environment or on own initiative with limited supervision.
Additional Information	
Additional Information	**Applications are invited from Final Year Students or Graduates.**
Reference	Please reference in the subject bar of your email: **Client Support Services Graduate Opportunities**
How to Apply	

Please submit your **CV and Cover Letter** referencing the role which you are applying for in the subject bar of the email to: **Careers@goodbody.ie**
Please reference if you are eligible to work in Ireland in your application.

Timeframes	
Closing Date	12noon Monday, December 31st 2018
Proposed interview dates	January 2019
Proposed Start Date	June 2019