

Job description form

Details of the role	
Department	Client Support Services
Job title	Stock Settlements Administrator
Temporary/Permanent	Temporary (Maternity Cover)
Reporting to	Stock Settlements Team Leader
Breakdown of the work involved	
Day to day duties	<ul style="list-style-type: none"> ▪ Ensure that all tasks performed are compliant with relevant policies and settlements 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 client 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 a key part of the 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. ▪ Ensure Procedure Manuals are continuously updated with all changes and new procedures.
Adhoc duties	<ul style="list-style-type: none"> ▪ 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. ▪ Represent the Client Support Services on internal/external forums with the ability to obtain a favourable resolution for all concerned. ▪ 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.
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Experience required (years)	At least 1 year Financial Services experience would be an advantage.
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Qualifications required

Specific industry qualifications	Experience of different stockbroking functions would be an advantage.
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Third level	Third level qualification would be an advantage.
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Person specification

Characteristics of the type of person this role may suit	<ul style="list-style-type: none">▪ 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.
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Timeframe

Closing Date for applications: 12 noon, Thursday 31st January 2019

How to apply:

- Please send a copy of your CV and Cover Letter to careers@goodbody.ie
- Please reference **CSS - Temporary Role** in the subject bar of your email application