

## Job description form

Details of the role	
<b>Department</b>	<b>Client Support Service</b>
Job title	Team Leader
Temporary/Permanent	Permanent
Reporting to	Head of Client Support Services
Breakdown of the work involved	
Day to day duties	<p><b>People Management and Development</b></p> <ul style="list-style-type: none"> <li>▪ Coach and mentor your team to deliver a high quality service to internal and external customers. Encourage and empower all team members to pro-actively propose and drive change where appropriate.</li> <li>▪ Encourage and develop a strong team culture within your team and the department, while fostering an environment that creates open and regular communication throughout the team and department.</li> <li>▪ Oversee, set, and manage clear and fair objectives for all team members and ensure a job description is clearly defined for each team member.</li> <li>▪ Focus Team members to take full responsibility for all tasks assigned to them.</li> <li>▪ Ensure that the workload within the team is fairly and evenly distributed. Delegate accordingly.</li> <li>▪ Non-performance of team members is dealt with fairly and professionally and in line with Goodbody Procedures.</li> </ul> <p><b>Service &amp; Efficiency Delivery</b></p> <ul style="list-style-type: none"> <li>▪ Oversee the delivery of services provided by the team to its internal and external customers</li> <li>▪ Encourage staff to question and challenge traditional ways of working in order to identify tasks/areas where greater efficiencies can be made. Support and drive initiatives resulting from these sessions.</li> <li>▪ Ensure the team are responsive to internal and external change initiatives</li> <li>▪ Maintain a robust and timely service, with sufficient Controls in place</li> <li>▪ Challenge current alignment of processes to ensure greatest possible customer service.</li> <li>▪ Staff are aware when the need arises to escalate matters and do so in a timely manner.</li> </ul>

<p>Day to day duties Contd.</p>	<p><b>Compliance &amp; Risk</b></p> <ul style="list-style-type: none"> <li>▪ Make sure the team is appropriately resourced and cross-trained for all roles</li> <li>▪ Ensure that all tasks performed by the team are compliant with all relevant policies and procedures - review, implement and manage appropriate controls to ensure minimal risk exposure within the team</li> <li>▪ Oversee ongoing team compliance with regulation including, but not limited to, Client Asset Regulations (CAR) and MiFID II.</li> <li>▪ Maintain and enhance strong operational oversight and controls</li> <li>▪ Ensure the Head of Client Support Services, Risk &amp; Compliance functions are appraised regarding incidents, losses, and changes to business flows. Provide full cooperation to those areas where necessary.</li> <li>▪ Provide objective, constructive feedback and recommendations to managers on key processes based on any incidents that arise.</li> <li>▪ Provide support for both internal and external audit functions.</li> </ul> <p><b>Strategic Planning</b></p> <ul style="list-style-type: none"> <li>▪ Provide input into the departments strategic plans identifying action points required for your respective Team.</li> <li>▪ Assist the Head of Client Support Services on strategic developments within the section; focusing on maintaining a close alignment to changing market trends and services</li> <li>▪ Champion and Sponsor change projects within the department, driving them to implementation.</li> </ul> <p><b>Customer &amp; Vendor Relationship Management</b></p> <ul style="list-style-type: none"> <li>▪ Build and maintain strong relationships with all colleagues, relevant vendors/customers and stakeholders</li> <li>▪ Design and implement in house training/briefing sessions on the services provided by your team</li> <li>▪ Formally measure the Service Level Agreement with our outsource provider on an ongoing basis.</li> <li>▪ Represent the Client Support Services on internal/external forums with the ability to obtain a favorable resolution for all concerned.</li> </ul>
<b>Experience required</b>	
<p>Experience required (years)</p>	<ul style="list-style-type: none"> <li>▪ Candidate should have at least 2 years Financial Services or relevant full-time management experience.</li> <li>▪ Experience of managing a team/project would be an advantage</li> <li>▪ Experience of different stockbroking functions would be an advantage, in particular, a background working in a back / middle office settlements environment would be beneficial.</li> <li>▪ Knowledge of the current regulation environment would be an advantage.</li> </ul>
<b>Qualifications required</b>	
<p>Third level</p>	<ul style="list-style-type: none"> <li>▪ Third level qualification would be an advantage</li> </ul>

## Person specification

Characteristics of the type of person this role may suit

The ideal candidate will have:

- Ability to lead, influence and inspire to achieve a high level of performance and output.
- Demonstrable operational and managerial experience to take on a demanding and high-profile team leader role.
- Confident communicator with excellent written, oral and interpersonal skills.
- Excellent workload management, with the flexibility to switch between tasks as necessary.
- Ability to delegate workload to empower and progress team members.
- Problem identification and creative and innovative resolution skills at an inter-departmental and third-party level.
- Ability to manage and motivate a team with passion to deliver a high-quality service with minimal operational risk.
- Ability to deliver service and process efficiencies on an ongoing basis.
- Accountability and responsibility on behalf of the team and the department.
- Strong team player with demonstrated initiative.
- Ability to coach and mentor team members to realise their potential.

## Timelines

Closing Date for all applications

- 12 noon on Friday January 18th 2019