

**POSITION: OFFICER - WEALTH MANAGEMENT OPERATIONS**

**DEPARTMENT: FINANCIAL MARKET OPERATIONS**

**REPORTS TO: MANAGER – FINANCIAL MARKET OPERATIONS**

### **JOB PURPOSE STATEMENT**

To oversee the Operations of Wealth Management business, and ensure the processing of customers investment securities, purchase and sale instructions (client and fund manager) are handled as per dealer confirmations, end of day reconciliations and processing and confirmation of settlement, dealing with custodians, counterparties, regulators, trustees, brokers and the front office

### **KEY RESPONSIBILITIES**

- Timeliness & accuracy and quality of trading & client/fund manager transaction processing (40%).
- Prevention of exposures to and impact of operational risks associated with asset management back office functions (20%).
- Consistency in adherence to and apply established policies, processes, procedures and tools to achieve efficiency, compliance and customer satisfaction (20%).
- Timely collection and reporting of Fees for the various funds (10%).
- Training central operations team on wealth management processes (system use & process flows (5%).
- Effectiveness of unit and systems (policies, processes, procedures and tools) in achieving compliance requirements, resource utilization and cost containment (5%)

### **COMPETENCE REQUIREMENTS**

- Leadership to nurture and sustain employee satisfaction; and to manage changes.
- Performance Management to optimize employee productivity.
- Organization development to effectively structure the Treasury operations department for optimal performance
- Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance.
- Technical skills to effectively perform and/or guide performance of Wealth management & unit trust activities/tasks in a manner that consistently produce high quality of service.
- Knowledge of relevant products and services for unit trust & wealth customers.
- Self-empowerment to enable development of open communication, teamwork and trust that are needed to support performance and customer-service oriented culture.

### **QUALIFICATIONS AND EXPERIENCE REQUIREMENTS**

- University degree.
- Five years' experience in investment banking operations with specific experience in fund management operations.
- Two years' experience in supervisory role.
- CISI and/or other relevant professional qualifications in fund management operations and risk would be an added advantage.
- Practical experience in use of relevant MS Office applications.