

National Apprenticeship - Occupational Profile

Apprenticeship Title International Financial Services Associate

NFQ Level 6

Duration 2 Years

**Typical tasks/
responsibilities**

- Understand and address client enquiries in a timely fashion
- Handle telephone enquiries in a professional and courteous manner
- Respond to the needs of Relationship Managers and Customer Service Officers in serving clients
- Thoroughly document queries, investigations and actions
- Escalate issues to administrators and managers as appropriate
- Liaise with other areas of Operation within the company
- Responsible for all aspects of operations and controls including: Processing subscriptions, redemptions; Performing anti-money laundering checks
- Investigate and reconcile all incoming payments received from paying agents and Tax Authorities within agreed timelines
- Providing general office administrative support including filing/scanning/photocopying, post/franking, processing payments, answering the telephone, note/message taking
- Maintain customer/policy records through the client management system and associated IT solutions
- Support the team in delivering a full client service proposition in a professional, timely and efficient manner including new business, mid-term adjustments and renewals. Transact with internal and external stakeholders accordingly.
- Communicate all information necessary to ensure clients are fully aware that their needs have been met and contract certainty achieved
- Ensuring that all compliance procedures are adhered to on a day to day basis
- Ensure client files are complete in accordance with procedures

On successful completion, the International Financial Services Associate will have:

Knowledge

International Financial Services market:

Core knowledge includes;

Broad understanding of the structure of the International Financial Services market, including product providers, client outcomes, support services and platforms

Regulatory & compliance:

Core knowledge includes;

Understands the Financial Services regulatory framework, the ethics and key principles of the client transaction process

Products:

Core knowledge includes;

Understands the purpose & technical content of the financial services products & services provided

Systems & processes:

Core knowledge includes;

Understands all systems & processes required to deliver the role outcomes & has awareness of how these fit within the wider company and global industry

Skills

Numeracy & Analytical & Awareness of Impact:

Attention to detail and the ability to understand the impact of the role on the global picture

Quality service delivery:

Consistently develops and delivers excellent service to clients, colleagues and advisers, supporting the products/services provided

Customer communication & relationships:

Develops effective relationships with clients & key contacts, handling & resolving issues through effective verbal/written/IT skills

Teamwork and collaboration:

Understands role within team and impact on others. Consistently endeavours to support colleagues and collaborate to achieve results

Planning & prioritising:

Successfully analyses and plans in order to deliver good outcomes for the business

Using systems & processes:

Consistently adheres to systems & processes using proficient IT skills, including risk, regulatory and governance requirements

Competences

Honesty and Integrity:

Truthful, sincere in their actions and doing the right thing

Adaptability:

Willingness to accept changing priorities and work patterns when new jobs need to be done, or requirements change

Enthusiasm:

Shows drive and energy in their work, when things are going well and when challenges arise

Dependability:

Meets personal commitments and expectations, e.g. completing work in a timely fashion, timekeeping & attendance

Personal commitment:

Proactive in their own development; commitment to the job and the industry

Industry/industries served by the apprenticeship

International Financial Services and associated Professional Services companies

Apprenticeship
in development
as of May 2017