## National Apprenticeship - Occupational Profile

<table>
<thead>
<tr>
<th>Apprenticeship Title</th>
<th>International Financial Services Associate</th>
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<tbody>
<tr>
<td><strong>NFQ Level</strong></td>
<td>6</td>
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<tr>
<td><strong>Duration</strong></td>
<td>2 Years</td>
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</tbody>
</table>
| **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 and compliance:
Core knowledge includes:
- Understanding of the Financial Services regulatory framework, the ethics and key principles of the client transaction process

#### Products:
Core knowledge includes:
- Understanding of the purpose & technical content of the financial services products & services provided

#### Systems & processes:
Core knowledge includes:
- Understanding of 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 developing and delivering excellent service to clients, colleagues and advisers, supporting the products/services provided

#### Customer communication & relationships:
Developing effective relationships with clients & key contacts, handling & resolving issues through effective verbal/written/IT skills

#### Teamwork and collaboration:
Understanding the role within team and impact on others. Consistently endeavours to support, collaborate with colleagues to achieve results

#### Planning & prioritising:
Successfully analysing and planning in order to deliver good outcomes for the business

#### Using systems & processes:
Consistently adhering to systems & processes using proficient IT skills, including risk, regulatory and governance requirements
Competences

**Honesty and Integrity:**
Truthful, sincerity 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:**
Showing drive and energy in their work, when things are going well and when challenges arise

**Dependability:**
Meeting personal commitments and expectations, e.g. completing work in a timely fashion, timekeeping & attendance

**Personal commitment:**
Being 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