

Job Title	Administrator, PB and EMC Dealing	Reports to	Team Leader, PB and EMC Dealing
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Operating Group	Investment Operations	Location	Navan
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Main tasks and responsibilities	
	Key Performance Indicators
Delivery of Dealing activity:	<ul style="list-style-type: none"> To provide a Dealing capability that meets planned activity levels and client needs, meeting and/or exceeding agreed standards. It is critical to provide these services against strict timetables and be error free. Scope of service relates to a diverse book of Financial Instruments including Unit Trusts, Direct Equities, Structured products, Fixed Government Securities and Externally Managed Portfolios across all business lines.
Dealing Processing:	<ul style="list-style-type: none"> Input and verify validity and requirements of instructions and that these are issued by the appropriate level of approved authority. Process a broad range of financial instruments. Client cash management. Monitor Monetary Exchange movements and conduct required currency transfers to minimise exposure. Competent in the use of the various external Banking systems. Deal with issues and the effective resolution of any complaints. Escalate client issues in accordance with laid down procedure and best practice to ensure timely resolution and dealt with sensitivity and professionalism. Ensure adherence with processing instructions within target time scales and investigate/resolve any delays. Error free processing of instructions within planned timescales. Timely and accurate feedback to all relevant parties. Ensure all process maps and procedures are current. Productivity standards established and monitored for all key processes. Escalation of errors/incidents to Senior Administrator/Team Leader. Statistics and KPI reporting.

<p>Planning & Development:</p>	<ul style="list-style-type: none"> • Conversant with planned requirements for Portfolio bond and Externally Managed Custodian service and assist in the implementation of required business level activities including introduction of new products. • Appropriate liaison and representation in a factual, professional level with all "Stakeholders" including plan holder facing departments, internal support activities, Plan holders, Brokers, "IFA"s, Custodian, Internal Committees and Fund Managers. • Appropriate involvement in best practice implementation. • Share ideas for improvement to provide an enthusiastic service. • To ensure that own behaviours align to the Utmost values. • Define and pursue own personal development plan.
<p>Project Implementation and Productivity Improvements:</p>	<ul style="list-style-type: none"> • Identify areas for potential process improvements with the aim of improving efficiency and client service while also reducing manual effort and risk within the Dealing functionality. • Assist in the implementation of key projects to improve quality and productivity. • Workflow supports across all products. • Definition and implementation of key process changes in pursuit of increased plan holder satisfaction. • Commitment to achieve planned changes. • Client centric ethos at all times.
<p>Risk Management:</p>	<ul style="list-style-type: none"> • Embed effective risk management within the Dealing function, proactively clearing all assurance actions (internal audit, risk related actions etc.) in a timely manner and that no significant breaches of control over and above those identified in the self-assessment process.
<p>Other Related duties:</p>	<ul style="list-style-type: none"> • To perform other job-related roles and duties as and when required by management for the effective running of the department. Willingness to accept such requests and perform them to the best of their ability in a timely fashion. • To keep knowledge and skills updated and develop self to meet

	current and future business requirements and own aspirations.
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Knowledge, Skills and Behaviours	Essential or Desirable
<p>Knowledge – Experience or qualifications</p> <ul style="list-style-type: none"> • Role holder must have a proven track record of delivering and maintaining best practice in Investment Operations process and service delivery. • Proven experience at Administrator level within the Finance sector with Asset exposure preferable. 	<p>Essential</p> <p>Desirable</p>
<p>Skills</p> <ul style="list-style-type: none"> • Role holder must possess strong analytical and problem-solving skills. • Role holder must have excellent communication, influencing and negotiating skills 	<p>Essential</p>
<p>Behaviours</p> <ul style="list-style-type: none"> • Role holder must be curious and ambitious to improve customer experience. • Role holder must be a strong team player. • Role holder must have a proven track record of change agility <p>Planning:</p> <ul style="list-style-type: none"> • Ability to define activity trends and appropriate and innovative solutions. <p>Problem Solving:</p> <ul style="list-style-type: none"> • Ability to solve problems in professional, efficient manner. <p>Analysing & Interpretation:</p> <ul style="list-style-type: none"> • Systematically collate and link information from different sources to identify patterns, trends and solutions. • Risks identified and appropriate solutions analysed, proposed and implemented. <p>Influencing & Negotiating:</p> <ul style="list-style-type: none"> • Train new team members of the team to perform tasks to the same high standard required. <p>Project Management</p> <ul style="list-style-type: none"> • Contribute and participate in projects as required in Business Requirement Documents and Functional Specifications. 	<p>Essential</p>

If you would like to apply for this role, please send your cover letter and CV to employment@utmost.ie

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