



ROLE DESCRIPTION

December 2022

JOB TITLE:	Junior Domestic Operations Officer
DEPARTMENT:	Domestic Operations
REPORTING TO:	Head of Operations
LOCATION:	UK
SM&CR ROLE: (SMF/Cert/Conduct)	Conduct

A BRIEF INTRODUCTION TO GTBANK (UK)

Guaranty Trust Bank (UK) Limited offers both retail and wholesale banking products and services to private, corporate and institutional clients. Our products and services are designed to address the needs of individuals and corporate clients visiting or based in the United Kingdom with business or personal connections in Africa and vice versa.

Guaranty Trust Bank (UK) Limited is a limited company incorporated in England & Wales (05969821). Registered office: 60-62 Margaret Street, London, W1W 8TF. Guaranty Trust Bank (UK) Limited is Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. GTBank and GTBank UK are the trading names of Guaranty Trust Bank (UK) Limited. We are the UK fully owned subsidiary of Guaranty Trust Bank Plc, one of the leading financial services providers in Nigeria.

For further details, please visit our website: www.gtbankuk.com

SCOPE AND RESPONSIBILITIES

Role

As the Junior Domestic Operations Officer you will report to the Head of Operations and also be supervised by The Team Leader DOMOPS.

The role includes providing services to the Bank's UK and International customers in a professional and friendly manner, through processing account related transactions; providing information and advice to the bank's customers on products and services. Also as a Teller Officer you will be responsible for receiving, preparing and processing all clearing instruments.

Being a customer-facing role, it is vital that the successful candidate is an excellent communicator, with a friendly disposition and has the ability to think on their feet.

You would be dealing with numerous activities on a daily basis; amongst these would be dealing with customer enquiries, handling cash, cheques and all variety of transactions.

You will have responsibility for the processing of a variety of back office transactions, cash movements to and from the Vault, and processing of foreign exchange transactions. The role requires an excellent understanding of the banks processes, effective communication skills with internal and external clients and the ability to prioritise workload.

Key Responsibilities

- Perform all Cash and Teller Services
- Process customers BACs, CHAPS, Direct Debit, Faster Payment and other internal transfers.
- Process BACS/DDIC returns same day and provide effective follow-up with other banks when required
- Receiving and paying cash to customers while ensuring timely and error free processing
- Receiving, processing and preparing clearing instruments, for example cheques.
- Monitor all clearing instruments to ensure that all deadlines are met, e.g. return of unpaid/rejected items.
- Prepare cheques for payment of the Bank's bills and expenses.
- Process and post internal ledger entries, including expense and revenue items and ensure that the appropriate unit is debited with corresponding expense and credited with appropriate revenue.
- Vault custodian, handling daily internal cash movements and maintenance of vault register
- Process and settle all Treasury transaction within agreed SLAs. Process confirmation and related payments to Treasury transactions and ensure counterparty payments and confirmation are accurate and received within agreed SLAs.
- Process and post internal ledger entries, including expense and revenue items and ensure that the appropriate unit is debited with corresponding expense and credited with appropriate revenue
- Process all Foreign Exchange treasury transactions, and prepare and despatch required counterparty Swift confirmations, within 15 minutes of deal time so that any errors are detected and corrected to avoid financial and reputational loss
- Same day checking of Teller's batch to identify errors before close of business to enable rectification to avoid financial and reputational loss
- Prepare timely reconciliation of all key internal accounts and arrange for immediate follow up and resolution
- Effect daily settlements to Master card
- To escalate customer enquiries and service requests when necessary directing them to the correct area for resolution
- Ensure appropriate follow-up is carried out on complex or difficult customer enquiries, seeking additional expertise or help from colleagues if required, but always ensuring that problems are resolved to the customer's satisfaction.
- To complete all Customer transactions efficiently and accurately using in-house systems
- Achieve and maintain a high level of Customer Service at all times
- Deal with customer complaints and enquiries in a professional and courteous manner, by taking ownership of Customer issues, escalating them if necessary and ensuring that problems are resolved to the customer's satisfaction
- Adhere to policy and procedure both internal and external for the protection of the Customer and ensuring that the customer is treated fairly
- Ensure that all work is carried out in accordance with the bank's laid down policies and procedures

KNOWLEDGE & EXPERIENCE REQUIRED

- Understanding of settlements, interbank clearing, and other back office function
- Good organisational and interpersonal skills
- Must have excellent telephone skills / manners and good written communication skills
- Strong skills with MS Office products, particularly Word and Excel.
- Helpful and efficient when dealing with clients, be able to work well under pressure and be a dedicated team player.
- Must be proactive and have a flexible approach to working
- Must have a keen attention to detail and a willingness to learn.
- Excellent inter-personal skills.

KEY ATTRIBUTES

- Customer Service Skills
- Team Work
- Overall Effectiveness
- Communication Skills

Contact

For more information about this role, please contact HRDept@gtbankuk.com.

This job description is not to be constructed as an exhaustive statement of duties, responsibilities, or requirements. You may be required to perform other job-related duties as reasonably requested by your manager.

GTBank UK is an Equal Opportunities employer.