



(Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and PRA)

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Department	Operations Department
JOB TITLE	Assistant Manager
TYPE	Permanent
SALARY DETAILS	£30,000 -£35,000 per annum
AVAILABLE	Immediately
APPLY	Recruitment@pnbint.com

In view of further strengthening the Operations department, a subsidiary of an overseas bank has an immediate opportunity.

Job Description - Assistant Manager, Operations Department

- Knowledge of UK banking system, minimum 3-4 years of UK banking experience preferably in Banking operations.
- Working Knowledge and understanding of UK payment system including Interbank Clearing, Nostro account reconciliations, BACS, CHAPS and Fater-payment processes.
- Experienced in handling SWIFT operations.
- Complaints & Customer service handling
- Expertise in MS – Office particularly working on MS-Excel and data analysis.
- Preparation and providing guidance regarding new guidelines and circulars for handling operational matters in the bank.
- Assisting branches /back office in handling any operational issues.
- Monitoring customer support centre calls and providing guidance/feedback on the same.
- Coordinating with different departments and providing the requisite data as and when requested.
- Follow-up on closure of Audit observations related to operations department.
- Assisting branches/ departments in issues faced in funds recall requests (Credit Payment Recovery).
- Knowledge on BCP, Operation Resilience Process and Requirements.
- Managing relationship with outsourcing agencies/vendors and third parties and record keeping and agreements.
- Familiar with GDPR guidelines in a Banking environment.
- Good communication and writing skills.
- Any other work given from time to time by the Head of Operations.

The ideal candidate with following expertise is preferred:

As this is a small friendly team, the role would suit someone who is a team player and is able to engage easily with fellow team members.