

Specification of Competency Standards for the Retail Banking

Unit of Competency

Retail Banking Operations and Support > 2.1 Operation Planning

Title	Plan and support branch operations implementation
Code	107334L4
Range	Implement operations support function regarding the operations and support formulated for the branch in retail banking. It may include, but not limited to, the computer systems application, legal support, general support, management support, procurement, internal control, operations capacity projection, service channel coordination....etc.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Understand the scope and requirements of operations support Be able to:</p> <ul style="list-style-type: none"> • Conduct resources planning to ensure adequate level of capacity to cope with the changes in business volume • Work with internal and external parties to ensure effective and efficient systems are in place to support business operations • Provide coworker's with relevant knowledge on the related procedures and regulations of different products and services <p>2. Implement branch operations support Be able to:</p> <ul style="list-style-type: none"> • Assist in internal control functions (e.g. fund house reconciliation, daily totals reconciliation, etc.) • Answer enquiries from frontline staff and / or customers regarding the procedures and regulations of different products and services • Provide legal and general administrative support to frontline business units regarding product and service transactions conducted in retail banking • Retrieve information from the CRM systems according to the request of different parties • Provide report on data of operational activities to management or other business or operations units upon request • Provide support to Human Resources Department to deliver fringe benefit to bank staff by completing the administrative duties (e.g. applications forms, booking, cross-checking etc.) and following stated procedures • Collect and maintain receipts for approving reimbursement , such as those expenses on business travel (e.g. air and hotel programs, health and safety, etc.) for the bank effectively according to stated procedures
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Operations capacity planned to strive a balance between changing business volume requirement at contingent situations and cost factors consideration • Responsible parties are well trained to answer the enquiries in regards to the procedures and regulations of different products and service operations accurately • Provision of reports on operational activities within the time limit as specified by the bank's policy upon requests of stakeholders
Remark	