

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 1. General Enterprise Banking Service Delivery
(Key Function – 1.1 Service Delivery Strategies and Management)

Title	Manage and monitor the service delivery performance for respective products and channels
Code	109158L5
Range	Keeping track of the policy development and setting guidelines for responsible areas of services delivery offered in different channels; managing and monitoring the provision of different lines of services to clients of enterprise banking. This applies to the area of front-line and middle-line service delivery functions.
Level	5
Credit	4 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Demonstrate proficient knowledge in responsible areas of service delivery by reviewing market trends and taking it for consideration of service delivery policies and guidelines review; • Have a comprehensive understanding of the procedures and requirements in providing responsible areas of service delivery offered in different channels; review and monitor service delivery modes against these standards; • Recognize the functions and responsibilities of the role of a supervisor and possess the skills of directing staff members to deliver different lines of services in compliance with the bank's policies and procedural requirements. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Review and validate supporting documentation of individual service transaction according to clients' instructions; • Conduct final check on client instructional mandate for validity of the bank - client contractual relationship; • Review work results of staff members on responsible areas and channels of services delivery to ensure transactions are conducted in accordance with client's instructions; • Identify deviance from planned service protocol and perform reconciliation promptly • Monitor quality level of services by implementing spot checking and routine; inspection mechanism to ensure pre-determined service quality standard is met; • Check and ensure all service transactions are performed in accordance with clients' instructions. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Review and re-confirm relevant legislation and regulations related to the required client documentation are fully observed in order to meet compliance needs; • Offer guidelines promptly to inform clients about the changed legal and regulatory requirements on client transactions.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Reviewing and monitoring the service delivery performance of staff members to ensure all transactions are processed in accordance with clients' instructions and standard services delivery procedures of the bank;

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	<ul style="list-style-type: none">Identifying irregularities and carrying out corrective measures promptly to ensure client satisfaction.
Remark	