

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 2. General Enterprise Banking Operations and Support
(Key Function – 2.1 Operations and Support Strategies and Management)

Title	Manage and monitor operations and support performance for respective products and channels
Code	109200L5
Range	Managing and keeping track of the performance and effectiveness in the responsible areas of operations and support functions. This applies to the performance of operations and supporting activities in business centers, cash management and account transactions processing, general loan products and credit related transactions processing, investment and insurance transactions processing, trade finance transactions processing, and foreign exchange and money market related transactions processing, etc.
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 operations and support by identifying / reviewing the latest market trends and taking it for consideration of operations and support policies and guidelines review; • Have an in-depth understanding of the procedures and requirements in carrying out responsible areas of operations offered in different channels; review and monitor operational performance against these standards; • Recognize the functions and responsibilities of the role of a managerial personnel and possess the skills of directing staff members to implement different lines of operations 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 operational process according to clients' instruction; • 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 operations to ensure the processes are conducted in accordance with client's instructions; • Identify deviance from standard operations procedures and perform reconciliation promptly. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Monitor quality level of operations by implementing spot checking and routine inspection mechanism to ensure pre-determined service standard is met; • 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 responsible parties about the changed regulatory and internal requirements on processing operational transactions.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Reviewing all transactions processed by staff members to ensure they are conducted in accordance with clients' instructions and standard operational procedures of the bank;

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 2. General Enterprise Banking Operations and Support
(Key Function – 2.1 Operations and Support Strategies and Management)

	<ul style="list-style-type: none">• Checking staff members' transactions to ensure they are accurately processed and documented as instructed by clients in accordance with the bank's policies and procedures.
Remark	