

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 2. General Enterprise Banking Operations and Support
(Key Function – 2.2 Operations and Support in Business Centers)

Title	Plan and implement operations and support actions for business centers
Code	109203L5
Range	Development and planning of the operations functions regarding the operation and support policies formulated for business centers. This includes, but not limited to, the computer systems application, legal support, general support, management support, procurement, internal control, operation capacity projection, service channel coordination 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"> • Understand the client profile and based on that to analyse the needs of enterprise clients to ensure a smooth delivery of services via effective operations; • Possess an in-depth knowledge of the product features of the bank and operational procedures of business centers to identify and manage exceptional incidents. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Establish service pledge according to customers' requirements / needs; • Understand the normal service level and identify resources required; • Conduct resources planning to ensure adequate level of capacity to cope with the changes in business volume; • Coordinate with internal and external parties to ensure effective and efficient systems are in place to support business operations; • Develop the plan and implement the defined actions accordingly with regular review; • Provide co-worker's with relevant knowledge on the related procedures and regulations of different products and services; • Answer enquiries from frontline staff and / or customers regarding the procedures and regulations of different products and services. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Establish mechanism to ensure quality services are delivered at the business centres exceeding clients' expectation.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Operation capacity planned to strike 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	