

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)

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| Title | Manage the operational risks of business centers |
| Code | 109204L5 |
| Range | Designing detailed daily operations procedures regarding the operation and support policies formulated for business centers. This includes, but not limited to, the operation plans and processes concerning customer account transactions, back office procedures, banking machine operation, bank notes handling, customer service delivery, transaction voucher processing, accounting entries and booking, exceptional transaction reporting 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 specialized knowledge in business center management by assessing clients' needs and design suitable operation model for the bank; • Understand the existing operation model of the business centers and apply the knowledge to identify and specify the potential risks. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Design operational risk assessment models to plan for the actions in preventing and mitigating operational risks; • Build mechanism to ensure that relevant parties are notified when operational incident arises; • Execute business self-checking mechanism to ensure the operational risks involved are properly managed; • Establish business continuity plan to cater for disaster recovery and offer training to the staff of the business centers; • Implement internal control and audit activities by referring to relevant policies, procedures, operation records / files or regulatory policies; • Design models in data recording and ensure that data of operational activities is inputted and maintained. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Evaluate operation procedures and make necessary changes to ensure smooth running of different operations; • Review regularly to ensure operations and / or service standards in different channels are complied with regulatory requirements and internal standards. |
| Assessment Criteria | <p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Identifying, assessing and monitoring the operational risks in business centers in according to the bank's risk assessment model and taking necessary actions for risk mitigations. |
| Remark | |