

Job Title: Network Management Control Specialist

Location: Block D, Central Park, Leopardstown

Duration: 8 Month Maternity Leave cover contract

Team Summary –

The Network Management function resides within the Global Technology & Operations area and acts as a representative for all the business units' clearing, custody, settlement and payments needs therein. The Control function within the Network Management team is responsible for the co-ordination and delivery of enhanced MIS, the production of governance reporting, robust QA (quality assurance) processes, and works closely with the wider Network Management group on deliverables within the Third Party Program. Working alongside the current Network Managers and team, they co-ordinate and report to senior leaders around our third parties employed to provide services that are "fit for purpose" and are continually monitored through various department risk assessments, surveys, adherence to service levels and through day to day interaction. Additionally, Network Management has responsibility for managing the Bank's expenditure with third party banks and providers to ensure effective cost management on an ongoing basis. Cost analysis will form an integral part of the role.

With the high number of key stakeholders internally, the role is required to ensure ongoing support and to maintain consistent levels of delivery for all processes to all stakeholders' expectations within the new structure in a consistent manner globally.

Job Summary:

- Working under general supervision, to provide day-to-day quality assurance and control monitoring over key Network Management process against detailed control requirements to ensure adherence to documented process.
- Follow up and interact on any quality assurance fails with the relevant Global Network Managers
- Production of monthly quality assurance results to senior management within the Network Management team.
- Responsible for monitoring accuracy of data input into systems of record, information gathering, report generation and troubleshooting.
- Maintain high standards on internal operational controls to ensure risk mitigation protecting the Bank.

Key Responsibilities

- Be responsible for supporting the daily operation of the quality assurance processes
- Working closely with Network Management team to ensure all controls are adhered to.

- Verbal and written communications skills to show management where the control issues are. This will mostly involve emails but also communication with Network Managers over the phone.
- Working independently with strong organisational skills to overcome challenges with requests and ensure our controls are met and Network Managers follow procedures.
- Professionally resolve conflicts and barriers while appropriately escalating concerns that may jeopardise control framework.

Essential Requirements

- Attention to detail
- Experience in client facing roles *Or* experience in financial services
- Verbal and written communications skills

Desirable Requirements

- Broad knowledge of the financial services

Physical Movements/Environment

- Stationary at desk for working day
- Communications will be conducted via email, instant message and phone
- Occasionally participate in meetings away from the desk with either team mates or internal business partners
- Open Plan office with on average 4 desks in a row
- Working with 2 * 36" Monitors, one PC, a phone

Type of Workload

- Dependency on Microsoft Outlook, Excel, Instant messaging
- Dependency on learning and using Bank proprietary systems
- Weekly deadlines and targets to meet
- Day to Day interaction with Network Management team

Additional Information

- Extensive training will be provided, through Job shadowing, assigned buddy and through a detailed gradual training plan

How to Apply?

Apply on the AHEAD's WAMWorks Database – www.ahead.ie/wamworks before the closing date.