

FSPBA6 – SQA Unit Code H5F8 04

Manage branch counter services



Overview

This unit is about managing the effective delivery of branch counter services. You will need to ensure the proper preparation for and closing of counter services as well as the effective provision of such services. Critical to your work will be monitoring, problem solving and organisational skills, the need for accuracy and ensuring that procedures are followed. You will have responsibility for others involved in providing counter services - for example, you may be a counter supervisor or team leader. You will also need to take pride in delivering high quality work.

FSPBA6 – SQA Unit Code H5F8 04

Manage branch counter services

Performance criteria

- You must be able to:*
- P1 Confirm that counters have been prepared and set up for service according to your organisation's procedures
 - P2 Monitor counter activity to make sure that customer needs are met promptly
 - P3 Resolve identified errors promptly
 - P4 Check counter activities and documentation conform to your organisation's requirements
 - P5 Maintain cash levels in tills in line with your organisation's requirements
 - P6 Handle suspicious or irregular transactions in accordance with your organisation's guidelines
 - P7 Confirm that counters are closed in accordance with your organisation's procedures
 - P8 Deal with discrepancies in accordance with your organisation's procedures
 - P9 Complete documentation clearly and accurately
 - P10 Comply with legal requirements, industry regulations, ethical standards, organisational policies and professional codes
 - P11 Identify potential risks, including money laundering risks

FSPBA6 – SQA Unit Code H5F8 04

Manage branch counter services

Knowledge and understanding

You need to know and understand:

- K1 The skills required for effective supervision of staff providing counter service
- K2 Your organisation's guidelines for cash levels in tills
- K3 Limits of your, and your team's, authority when dealing with customers
- K4 Security procedures relevant to your area of work
- K5 Your organisation's procedures and documentation requirements for setting up and operating a till
- K6 The approved corrective procedures for error resolution
- K7 Your organisation's off line and/or stand-by procedures
- K8 The key features of the products and services that might be offered or referred to by counter staff
- K9 How to handle suspicious transactions identified by cashiers, to include: unauthorised withdrawals, suspected forgery of documents, suspected forged money, money laundering
- K10 Your organisation's error tracking procedures
- K11 Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including ethical standards and health and safety, as they impact on your activities

FSPBA6 – SQA Unit Code H5F8 04

Manage branch counter services

Additional Information

Behaviours

1. You pay attention to details that are critical to your work
2. You make time available to support others

FSPBA6 – SQA Unit Code H5F8 04

Manage branch counter services

Developed by Financial Skills Partnership

Version number 1

Date approved September 2012

Indicative review date September 2015

Validity Current

Status Original

Originating organisation Financial Skills Partnership

Original URN FSPBA6

Relevant occupations Finance

Suite Bank Accounts

Key words Errors; procedures; documentation; cash levels; suspicious transactions; discrepancies; risks; money laundering; supervision; teamwork; authority; security; withdrawal