

Unit: BA6 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.

Outcomes of effective performance

- BA6/O1 You confirm that counters have been prepared and set up for service according to your organisation's procedures
- BA6/O2 You monitor counter activity to make sure that customer needs are met promptly
- BA6/O3 You resolve identified errors promptly
- BA6/O4 You check counter activities and documentation conform to your organisation's requirements
- BA6/O5 You maintain cash levels in tills in line with your organisation's requirements
- BA6/O6 You handle suspicious or irregular transactions in accordance with your organisation's guidelines
- BA6/O7 You confirm that counters are closed in accordance with your organisation's procedures
- BA6/O8 You deal with discrepancies in accordance with your organisation's procedures
- BA6/O9 You complete documentation clearly and accurately
- BA6/O10 You comply with legal requirements, industry regulations, organisational policies and professional codes

Behaviours which underpin effective performance

- BA6/B1 You take pride in delivering high quality work
- BA6/B2 You are vigilant for potential risks, including money laundering risks
- BA6/B3 You pay attention to details that are critical to your work
- BA6/B4 You make time available to support others
- BA6/B5 You carry out tasks with due regard to your organisation's policies and procedures, including those covering health and safety at work

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Knowledge and understanding

1. The principal skills required for effective supervision of counter staff
2. The types of interpersonal skills required for effective teamwork
3. Your organisation's requirements relating to relevant codes, legal and regulatory requirements
4. Your organisation's guidelines for cash levels in tills
5. Limits of your, and your team's, authority when dealing with customers
6. Security procedures relevant to your area of work
7. Your organisation's procedures and documentation requirements for setting up and operating a till
8. The approved corrective procedures for error resolution
9. Your organisation's off line and/or stand-by procedures
10. The key features of the products and services that might be offered or referred to by counter staff
11. How to handle suspicious transactions identified by cashiers, to include: unauthorised withdrawals, suspected forgery of documents, suspected forged money, money laundering
12. Your organisation's error tracking procedures
13. Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including health and safety, as they impact on your activities