Unit: BA7   Supervise the administration of retail financial products and services

Overview

This Standard applies to those supervising the work of a middle or back office dealing with documents and enquiries relating to the sale of retail financial products and services.

Outcomes of effective performance

BA7/O1   You monitor colleagues for whom you are responsible to check that enquiries are dealt with promptly, politely and correctly

BA7/O2   You monitor the information provided by staff within your responsibility to check that it is accurate and up-to-date

BA7/O3   You take appropriate corrective action where enquiries have been dealt with incorrectly, or incorrect information has been provided

BA7/O4   You make sure that application documentation for products and services which is accepted for processing is accurate

BA7/O5   You monitor processed account documentation to confirm that it is accurate, complete and despatched within accepted timescales

BA7/O6   You take prompt corrective action when account documentation has been processed inaccurately or incorrectly

BA7/O7   You deal with any inaccurate or incomplete documentation

BA7/O8   You monitor records to make sure that they are up-to-date and processed correctly

BA7/O9   You comply with legal requirements, industry regulations, organisational policies and professional codes

Behaviours which underpin effective performance

BA7/B1   You look for more efficient ways of working

BA7/B2   You use communication styles that are appropriate to different people and situations

BA7/B3   You disclose confidential information only to those who need it and have a right to it

BA7/B4   You make time to support others

BA7/B5   You carry out tasks with due regard to your organisation's policies and procedures, including those covering health and safety at work

Unit: BA7   Supervise the administration of retail financial products and services

Knowledge and understanding

1. Your organisation's relevant administration procedures, including the documentation and records to be completed within your areas of responsibility, and the types of information required to ensure that these are complete

2. Your organisation's principal products and services

3. The methods for monitoring the information provided by staff within your area of responsibility

4. The principal skills required for effective supervisory performance

5. The types of interpersonal skills required for effective teamwork

6. Your organisation's guidelines for handling suspicious or irregular transactions

7. The appropriate actions to take when documentation is inaccurate or incomplete

8. Your organisation's procedures for monitoring and amending customer records

9. Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including health and safety, as they impact on your activities