

Unit: IA8 Supervise investment administration systems and processes

Overview

This unit relates to the role of supervising systems and processes that enable investment administration to run efficiently, effectively and profitably. As with many other aspects of investment administration, compliance is an important aspect of performance. In this instance, the supervisor is expected to ensure that the systems facilitate compliant administration. Problem solving is also important in the performance of this unit as the supervisor is expected to investigate and resolve problems in relation to systems and processes for investment administration. The supervisor is also expected to recommend changes and improvements as part of ongoing review processes and where problems and difficulties have been experienced during the implementation and operation of systems and processes.

Outcomes of effective performance

- IA8/O.1 You gather information about the applicability and efficiency of administration systems and processes from all relevant people
- IA8/O.2 You monitor administration systems and processes for their continuing ability to facilitate effective work outputs and maintain investor satisfaction
- IA8/O.3 You assess the understanding and competence of system users and action development where necessary to rectify any shortfall
- IA8/O.4 You identify and resolve problem areas relating to administration systems and processes
- IA8/O.5 You forewarn individuals and teams about problem areas when using specific systems
- IA8/O.6 You ensure records of problems relating to systems and processes are accurate and passed promptly to the appropriate people
- IA8/O.7 You evaluate potential alternative administration systems and processes against the current systems and processes used in your organisation and compare efficiency and cost effectiveness
- IA8/O.8 You specify changes that update the systems and processes to meet changing requirements

- IA8/O.9 You present reports about potential improvements to systems and processes, clearly stating the objectives, operational considerations and implementation costs
- IA8/O.10 You seek feedback on recommendations for changes to administration systems and processes from all relevant people
- IA8/O.11 You comply with legal requirements, industry regulations, organisational policies and professional codes

Behaviours which underpin effective performance

- IA8/B.1 You present information clearly and concisely
- IA8/B.2 You look for more efficient ways of working
- IA8/B.3 You display a curiosity to learn and try out new things
- IA8/B.4 You pay attention to details that are critical to your work
- IA8/B.5 You respond quickly to potential problems
- IA8/B.6 You carry out tasks with due regard to your organisation's policies and procedures, including those covering health and safety at work

Unit: IA8 Supervise investment administration systems and processes

Knowledge and understanding

1. The purpose of monitoring within the administration system and process.
2. The regulatory framework and the requirements for monitoring and supervision.
3. The role of effective supervision in maintaining quality work outputs.
4. Specifications of organisational administration systems and processes.
5. Organisational guidelines for monitoring and supervision.
6. Compliance regulations relating to system and processes.
7. Reporting lines in relation to system and process improvement.
8. Sources of technical assistance and support within the organisation
9. How your organisation's requirements relating to the application of codes, laws and regulatory requirements, including health and safety, impact on your activities