

JOB TITLE	Savings Hub Assistant
REPORTS TO	Savings Manager
DATE COMPILED	December 2024

JOB DESCRIPTION

CORE VALUES AND INDIVIDUAL CONDUCT RULES

Our five core values define what we're all about and what makes us tick. We're always looking to appoint brilliant people, who share them!

- ✓ **Make a lasting impression** – leave people better than you found them
- ✓ **Proud of our past and excited by our future** – make sustainable decisions that last for generations
- ✓ **Passionate about people** – be warm, straight talking and genuine
- ✓ **Work together** – be a team player, celebrate success, be supportive and give your all
- ✓ **Deliver on promises** – if we say we'll do it, we will

As a Financial Services organisation, we expect all of our colleagues to adhere to the individual conduct rules outlined below:

- You must act with integrity
- You must act with due skill, care and diligence
- You must be open and cooperative with the FCA, the PRA and other regulators
- You must pay due regard to the interests of customers and treat them fairly
- You must observe proper standards of market conduct
- You must act to deliver good customer outcomes for retail customers

1 MAIN PURPOSE OF JOB:

To provide savings administration and a first-class service to customers and external stakeholders. Carry out first-line savings data checks to provide business assurances in respect of legislation, industry regulation and internal service standards.

2 DUTIES & KEY RESPONSIBILITIES

- **Savings Administration**
 - Process notifications of death, ensuring paperwork is in order and funds are paid to the authorised beneficiary.
 - Process Power of Attorney and Court of Protection notifications, ensuring paperwork is in order and executed correctly.
 - Process ISA transfers (in and out) accurately and within regulatory timescales.
 - Cheque administration – includes stopping, cancelling, reissuing cheques and dealing with unpaid cheques.
 - Process online savings account requests – account opening and transacting.
 - Maintain a thorough understanding of the online savings platform sufficient to support any customer experiencing difficulties in logging on.
 - Calculate interest adjustments.
 - Issue savings maturity packs and follow up with telephone call to secure outcome.
 - Carry out new account checks to ensure data is accurate and complies with legislation.
 - Carry out change form checks to ensure all requests have been correctly authorised and processed.
 - Deal with daily queries relating to savings administration from both internal and external stakeholders.
- **Balance and Reconciliation**
 - Reconcile frontline transactions and submit return to Finance.
 - Reconcile all bank transfer payments and submit return to Finance, identifying any rejected payments and arrange to return.
 - Process and verify standing orders, direct debits and ad-hoc bacs payments on a daily basis.
 - Reconcile and verify all scheduled payments relating to capitalisation and/or transfer of interest.
- **Keep up to date**
 - Understand and be able to explain how each savings product operates.
 - Have up to date knowledge of Society process and procedures relating to savings account administration.
 - Have a general awareness of FCA, PRA, HMRC, Money Laundering and Data Security.
- **Quality**
 - Ensure customer service excellence is maintained in line with Marsden's service standards and expectations.
 - Work is completed within set service standards and in line with monitoring framework.
 - Ensure CPD is maintained.
 - Effectively support and resolve customer / 3rd party complaints, adopting escalation protocol if required.

3 STANDARD EXPECTATIONS

All postholders across the Society are expected to adhere to the following expectations:

- Confidentiality - working within the Society the post holder may gain knowledge of confidential matters, such information must be regarded as strictly confidential and not disclosed further. Failure to observe this confidentiality clause could result in disciplinary action
- Codes of Conduct and Accountability - the post holder is expected to comply with FCA and PRA requirements, with specific reference to Senior Management and Certification regime (SMCR) and conduct rules for all staff.
- Health and Safety and Security - all employees have a duty for their own and others safety and to report any accidents, complaints or untoward incidents as per Marsden procedure.
- Valuing Diversity and Promoting Equality - as an equal opportunities employer all staff are required to comply with relevant policies and procedures.
- Training - staff have a duty to complete all required continuous professional development and training.
- Vulnerable Customers - to contribute to the safety of our customers who require additional support by identifying where a need exists and taking the appropriate steps to ensure any barriers are removed when dealing with their enquiry and appropriate monitoring of both the account and the customers circumstances takes place periodically to ensure fair customer outcomes. Branch/Department Champions provide advice and support to colleagues to assist them in meeting their responsibilities in contributing to the safeguarding of our customer.

The range of duties and responsibilities outlined in this job description are indicative only and intended as a board guideline of the range and type. They are subject to modification in the light of changing demands and development requirements of the post holder.

PERSON SPECIFICATION

Factors	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> • GCSE Maths and English (Grade A – C) OR relevant experience in Financial Services 	<ul style="list-style-type: none"> • A -Level or higher qualification in a relevant field
Knowledge, Skills & Abilities	<ul style="list-style-type: none"> • Proven work experience within customer services • Evidence of effective listening skills to identify appropriate customer needs • The ability to utilise MS Office • The ability to work to plan and organise your own work to meet deadlines • Thorough attention to detail to enable the department to fulfil its business assurance function • Excellent communication skills and proven ability to communicate effectively at all levels (written and verbal) • A commitment to role modelling behaviours and ways of working that align to the Society’s values • Proven experience of judgmental decision-making skills within financial services environment • Proven ability to manage situations where the interpretation and communication of highly complex/or sensitive information is required • An up-to-date knowledge and understanding of the Financial Services Industry. • An appreciation of Financial Services Regulation on the branch (MCOB, ICOB, BCOBS, PSR, DPA, Money Laundering) 	<ul style="list-style-type: none"> • Experience in Financial Services