



Bank of St. Helena Ltd.

www.sainthelenabank.com

JOB PROFILE

Post:	International Payments Officer (2)
Grade:	Band B-C
Hours of Work:	Average of 35hr per week. It is expected that hours of work will be determined by the nature and requirement of the Bank and could include some weekend/after-hours work.
Location:	Bank of St Helena Office premises or other sub-offices/branches as these are developed.
Job Purpose:	Responsible to the Teller Services Manager, ensuring that all payments are made to the relevant agencies and/or customers within the required timelines. To provide quality customer service to every customer and visitor.
Reports to:	Teller Services Manager
Supervision:	None
Job Outline:	

1. Process daily international remittances, inward and outward via SWIFT Platform;
2. Undertake daily reconciliation of the Bank's Lloyds Accounts ensuring all inward and outward remittances have cleared the statements and allocation of any additional items;
3. Apply charges to remittances processed via online banking and verify payments exceeding customer authorised limits;
4. Assist with the processing of direct debits in line with Bank's procedures;
5. Dealing with customer queries, questions and concerns of matters pertaining to transactions carried out on behalf of customers;
6. Management of effective filing system for Swift Operations;
7. Updating customer accounts on the banking system in compliance with KYC and the banks policies and procedures;
8. Produce and update statistics on banking activities;

Head Office: Market Street · Jamestown · St Helena Island · STHL 1ZZ

T. +290 22390 · F. +290 22553 · E. info@sainthelenabank.com · web www.sainthelenabank.com
Established and regulated under the Financial Services Ordinance, 2008 and 2017, the Financial Services Regulations, 2017, the Company Ordinance, 2004 and the Company Regulations, 2004



Bank of St. Helena Ltd.

www.sainthelenabank.com

9. To assist the Customer Service Section with duties as directed by Assistant Customer Service Manager;
10. Undertake relief Teller duties which will include alternative Saturdays;
11. Any other duties as directed by the Teller Services Manager. This also includes working within other Sections of the Bank as service needs arise.

Person Specification (*skills, attitudes, qualifications and experience*)

- Ability to obtain accurate and truthful information from clients;
- Ability to analyse data and report writing;
- Monitoring and reporting own/team progress (to management);
- Must have good written and verbal communication skills;
- Must have good interpersonal skills and the ability to deal with people in a professional manner;
- Have a keen eye for detail;
- Ability to remain calm when under pressure;
- Ability to maintain high levels of confidentiality and adhere to data protection;
- Anti-money Laundering and Fraud detection awareness;
- Must be computer literate;
- Evidence of basic accounting skills;
- Must be self-motivated and have sound organisational skills;
- Well-presented and professional in appearance;
- Ability to work independently as well as part of a wider team;
- Commitment to personal/professional development;
- Risk Management and Information Security awareness.

Qualifications and Experience:

- GCSE's in Mathematics and English at Grade C or above;
- GCSE in Accounting, or willing to work towards this (or similar qualification in Accounts), preferred;
- Proficiency in IT skills, including Microsoft Applications;
- Relevant experience in accounts;
- Experience of working in a customer service environment.

Head Office: Market Street · Jamestown · St Helena Island · STHL 1ZZ

T. +290 22390 · F. +290 22553 · E. info@sainthelenabank.com · web www.sainthelenabank.com

Established and regulated under the Financial Services Ordinance, 2008 and 2017, the Financial Services Regulations, 2017, the Company Ordinance, 2004 and the Company Regulations, 2004

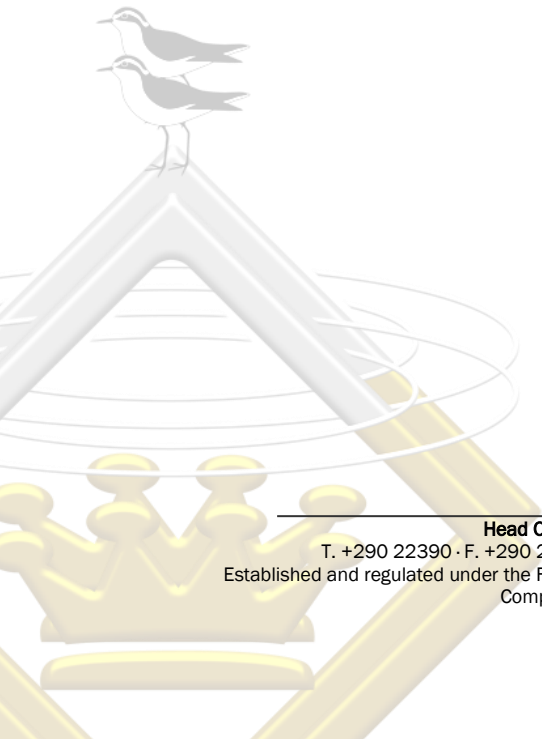


Bank of St. Helena Ltd.

www.sainthelenabank.com

Special Conditions:

- Be able to work flexible hours to meet the requirements of the Bank, this might mean working outside normal working hours;
- Have the ability to liaise effectively with awkward/irate customers;
- Have an approachable attitude to all customers internally and externally.



Head Office: Market Street · Jamestown · St Helena Island · STHL 1ZZ

T. +290 22390 · F. +290 22553 · E. info@sainthelenabank.com · web www.sainthelenabank.com
Established and regulated under the Financial Services Ordinance, 2008 and 2017, the Financial Services Regulations, 2017, the Company Ordinance, 2004 and the Company Regulations, 2004