

# United Arab Emirates Jobs Expertini®

**Manager - WM Middle Office United Arab Emirates Posted on 10/03/2023 Trending**

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Company: Abu Dhabi Islamic Bank PJSC

Location: united arab emirates

Category: other-general

Role : Manager – Wealth Management Middle Office Location : Abu Dhabi

Role Purpose: Manage and contribute to the overall competence of the WM Middle Office unit by effective leadership and productive actions leading to error-free and solution-oriented middle office functions and efficient governance and controls outcome. Key Accountabilities of the role

Oversee end to end process of the Middle Office functions towards the Wealth Management investment products.

Conduct a vigilant inspection of all investment transactions processed through the WM system such as Subscription, redemption, payment freezing or unwinding, and ensure compliance with bank policies

Investigate and resolve/escalate order execution related issues in a timely manner.

Support the wealth management team & ensure smooth flow of the customer's investment transactions.

Monitor customer / Investor transactions/orders on WM system to identify the necessary/required changes

Build internal relationship with stakeholders (Retail/PB/Sharia/Marketing/Treasury/FCD etc...) for smooth handling and administration of the investment products. Look after the process note & necessary approvals

Follow up regularly with all Priority RM for deals perfection on system

Ensure compliance to ADIB policies, procedures, guidelines and maintaining high standard of

internal controls.

Ongoing coaching and training for WM Middle Office team to ensure that all relevant controls and processes are being implemented as agreed.

Monitor operational transactions/ activities at a high level to identify any arising risks and controls to be adhered to or changes to the existing process.

Participate and take part in the digitalization / automation of product-related processes and regulatory requirements and checks.

Reporting of identified issues / incidents in GRC system along-with the Action Plan.

RCSA – Perform periodic control testing as assigned, for the respective section of the department and ensure timely submission of the assessment.

Review and ensure all periodic reconciliations between systems and Service Provider(s) are performed.

Coordinate with Group Internal Audit and Sharia Audit team during the audit period to secure Satisfactory Audit rating.

Completion of assigned tasks efficiently & in a timely manner.

Take part in any Operational/ MIS/ Reporting activities as deemed necessary by the Head of Department.

Develop, draft, write up and review new SOP's as required for the department and as required by any governance authority

Periodic review of the current existing SOP's/Processes and ensure updates as required or as deemed necessary by the ongoing business changes.

Undertake any additional assignments / projects entrusted by the line management and complete within timelines agreed.

KPI

Proper follow up with internal parties

Teamwork & completion of tasks within the agree timelines

Accuracy in reporting the required changes for investment orders

Full responsibility for investment product administration

Achieve internal customer satisfaction

Report deficiencies and inaccuracy in processes (if any)

Customer-centric (Internal/External), result-oriented

## Specialist Skills / Technical Knowledge Required for this role:

Good knowledge of investment products

Effective communication, business/performance driven

Excellent communication/interpersonal skills

Must be a problem solver and empathetic to investor needs

Must be degree holder or equivalent.

Ability to work in a fast-moving and complex environment while meeting deadline

Ability to apply possible scenarios and view potential risks

Complete knowledge and understanding of the operational function including control functions.

Ability to foresee and implement system changes and enhancement

Only UAE Nationals are considered for this role.

#J-18808-Ljbffr

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