

Accountability

Collaboration

Determination

Integrity

Recognition

ROLE PROFILE	
JOB TITLE: Dealer	REPORTS TO: Head of Dealing - Spain
DEPARTMENT: Corporate Spain	DIVISION: International Payments
COMPANY: MFRM	
ROLE PURPOSE: Join Madrid dealing desk to work with an existing book of clients, reactivate and bring in new business in line with targets set by management	
ROLE REQUIREMENTS	
Please note your job and role title may be changed subject to operational requirements.	
Key Accountabilities	Key Activities / Decision Areas
Deliver Revenue Targets	<ul style="list-style-type: none"> › Account management for existing book › Bring in own book of clients and manage it › Reactivate existing clients with none or low trading activity › Work towards achieving individual and office targets set by management › Focus on profit maximisation
Review and Maintain Existing Book	<ul style="list-style-type: none"> › Improve processes and discover opportunities › Attend and run meetings with clients when appropriate › Client retention: actively adapt client settings, resolve client issues, and provide excellent service in order to maintain high level working relationships › Risk Management: measure client positions against credit tolerance levels
Support Growth of Team Capabilities	<ul style="list-style-type: none"> › Help Head of Dealing and Operations Team to improve trading capabilities and back and middle office activity and processes › Identify opportunities within client book › Help Sales Executives to convert prospects into clients by facilitating quotes or from experience and knowledge to solve prospects questions when requested › Lead by example to ensure good work practices and high standards are adhered to › Work with team members to support consistent high team performance
Compliance	<ul style="list-style-type: none"> › Ensure accurate data input on both dealing and CRM systems › Escalating client complaints in accordance with company guidelines › Maintain records of all client contact including telephone calls, inbound or outbound written contact › Ensure Company procedures and high standards are followed at all times. With particular focus upon KYC procedures and accurate maintenance of all CRM records, particularly client follow up calls › Be aware of Anti-Money Laundering procedures and report any suspicious transactions
PERSON SPECIFICATION	
Skills, Qualifications and Experience relevant to the Role	
Key Performance Criteria	
Knowledge and Experience:	
<ul style="list-style-type: none"> › Previous experience of FX dealing with similar businesses to Moneycorp's target market › Exposure to the foreign exchange markets › CF30 Qualified for FX Options (qualification can be obtained after joining the post) › Knowledge of relevant legislation and regulatory obligations › Experience of working within a fast paced multichannel environment 	

- > Demonstrable experience of working towards targets
- > Relationship building with people at varying levels of seniority
- > Working within a multichannel environment e.g. telephone, email, face to face)
- > Business and financial acumen

Skills:

- > Risk management techniques
- > Decision making
- > Problem solving skills
- > Effective communication skills, both written and verbal
- > Fostering relationships both with clients and colleagues across offices and departments you work with
- > Interpersonal skills
- > Excellent organisational skills
- > Influencing and persuading skills
- > Negotiating skills
- > Possess a good balance of people and technical skills
- > IT literate
- > Numeric
- > Portfolio and account management skills
- > Attention to detail
- > Agile

Education:

- > Graduate calibre or equivalent experience

Languages:

- > Fluent in English and Spanish , written and verbal

Personal Attributes:

- > Drive for results
- > Adaptable and flexible
- > Personable and approachable
- > Professional
- > Responsible
- > Personal drive
- > Team player
- > Calm and confident
- > Proactive and tenacious
- > Target driven
- > Ambitious
- > Motivated
- > Innate commercial skills
- > Entrepreneur spirit

KEY COMPETENCIES

1. Enterprising and Performing

Achieving Personal Work goals and Objectives	Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities.
Entrepreneurial and Commercial Thinking	Keeps up to date with competitor information and market trends; identifies business opportunities for the organisation; maintains awareness of developments in the organisational structure and politics; demonstrates financial awareness; controls costs and thinks in terms of profit, loss and added value.

2. Interacting and Presenting

Relating and Networking	Easily establishes good relationships with customers and staff; relates well to people at all levels; uses humour appropriately to bring warmth to relationships with others
Persuading and Influencing	Gains clear agreement and commitment from others by persuading, convincing and negotiating; makes effective use of political processes to influence and persuade others; promotes ideas on behalf of oneself or others; makes a strong personal impact on others; takes care to manage one's impression on others.
Presenting and Communicating Information	Speaks fluently; expresses opinions, information and key points of an argument clearly; makes presentations and undertakes public speaking with skills and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.
3. Analysing and Interpreting	
Writing and Reporting	Writes convincingly; writes clearly' succinctly and correctly; avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way; structures information to meet the needs and understanding of the intended audience.
Applying Expertise and Technology	Applies specialist and detailed technical expertise; uses technology to achieve work objectives; develops job knowledge and expertise (theoretical and practical) through continual professional development; demonstrates an understanding of different organisational departments and functions.
Analysing	Analyses numerical data and all other sources of information, to break them into component parts, patterns and relationships; probes for further information or greater understanding of a problem; makes rational judgements from the available information and analysis; demonstrates an understanding of how one issue may be part of a much larger system.
4. Creating and Conceptualising	
Learning and Researching	Rapidly learns new tasks and commits information to memory quickly; demonstrates an immediate understanding of newly presented information; gathers comprehensive information to support decision making; encourages an organisational learning approach (ie learns from successes and failures and seeks staff and customer feedback)
Creating and Innovating	Produces new ideas, approaches, or insights; creates innovative products or designs; produces a range of solutions to problems
Formulating Strategies and Concepts	Works strategically to realise organisational goals; sets and develops strategies; identifies, develops positive and compelling visions of the organisations future potential; takes account of a wide range of issues across, and related to, the organisation.
5. Organising and Executing	
Planning and Organising	Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organises resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.
Delivering Results and Meeting Customer Expectations	Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals
Following instructions and procedures	Appropriately follows instructions from others without unnecessarily challenging authority; follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the role.
6. Supporting and Co-operating	
Working with People	Shows respect for the views and contributions of other team members; shows empathy; listens, supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict;

	adapts to the team and fits in well.
Adhering to principles and values	Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.
7. Adapting and Coping	
Adapting and Responding to Change	Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences
Coping with Pressures and setbacks	Maintains a positive outlook at work; works productively in a pressurised environment; keeps emotions under control during difficult situations; handles criticism well and learns from it; balances the demands of a work life and personal life.
8. Leading & Deciding	
Deciding and Initiating action	Takes responsibility for actions, projects and people; takes initiative and works under own direction; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks.
Leading and Supervising	Provides others with a clear direction; motivates and empowers others; recruits staff of a high calibre when requested; provides staff with development opportunities and coaching; sets appropriate standards of behaviour.
Location and Hours of Work <i>You may be required to work at home or from any of the Company's offices.</i>	
<ul style="list-style-type: none"> › Location: Madrid, Spain › Hours: 9:00 to 18:00 › Flexibility will be required in line with business needs 	
Please note that this job description does not form part of your employment contract. The Company can modify your job duties or amend this job description at any time.	