



ACI

FINANCIAL MARKETS ASSOCIATION EST.1955

Job Description

ACIFMA Education Manager

Market Background

- Increasing financial markets regulation and direction regarding behaviour and market best practice, such as the FX Global Code published in May 2017, have created significantly increased obligations on financial markets participants (individuals and organisations) to demonstrate (attest to) adherence to continuous professional development, multiple codes of conduct and principles of best practice
- Regulators and competent authorities require financial markets participants to implement appropriate policies, procedures and systems to assure adherence as well as processes that measure and verify adherence. Further, adherence must be demonstrated on an on-going basis, with regular review and attestation – and at an organisational level, through formal confirmation of commitment to adherence
- Such policies and processes are enhanced by the provision of specialised education and training tools and services that support current and new employees to understand all applicable knowledge, competence, conduct and best practice obligations and the implications of non-compliance, and to demonstrate their understanding of and adherence with them

Job Background

- Established in 1955, ACI Financial Markets Association (“ACIFMA”) is a global trade association representing the interests of financial markets professionals in over 60 countries operating in the FICC financial markets community
- ACIFMA is acknowledged as an industry leader in the provision of market principles of best practice and in delivering specific and relevant qualifications and continuing learning and development tools and services that enable individuals to qualify their industry knowledge/expertise and to demonstrate compliance with applicable conduct and best practice obligations
- Overseen by its Board of Education, ACIFMA has developed a suite of educational products and services specifically to meet growing industry demand to demonstrate adherence, as global demand for these products and services is expected to grow rapidly
- To ensure that its education proposition remains responsive and directly aligned to the needs of financial market participants, ACIFMA is looking for a training and education professional, with comprehensive knowledge of financial markets

Job Purpose

- The ACIFMA Education Manager is responsible for the day-to-day management, control and relationship management of ACIFMA Exams and related services; and for contributing and participating in the evolution of ACIFMA's education strategy
- This person will work with ACIFMA Board of Education, Director of Education, Management Board, President Delegate/Managing Director, Head Office Manager, Education Assistant and all ACI National Associations to represent and promote ACIFMA Exams to existing and prospective members, regulators, competent authorities and the broader financial services community
- This person will drive ACIFMA educational efforts with primary responsibility for the efficient delivery of ACIFMA Exams globally
- The ACIFMA Education Manager will have a direct reporting line to the Director of Education

Key Responsibilities

- **Contact for ACI National Associations.** Act as a point of contact for ACIFMA Exams to ACI National Associations, working with the Director of Education to promote those Exams in their respective countries
- **Management of Appeals.** Manage the appeal system for candidates that have taken an ACI examination and, after its review, present and request to ACIFMA Board of Education a proper response to candidates
- **Management of Content.** Assistance in the process of content management for ACIFMA Exams, respective examination structures and questions' review/creation
- **Management of Exams.** Ensure that all candidate requests for ACIFMA Exams are correctly registered and booked in ACIFMA's internet-based tool for exams administration, to guarantee that ACIFMA offers candidates a flexible and efficient access to ACIFMA Exams in a controlled and maintained environment. Oversight of all internal operational matters related to ACIFMA Exams, primary responsibility for collecting scheduled dates and setting up the respective sessions for ACIFMA Exams, whilst maintaining an ongoing control of invoice status related to all ACIFMA Exams
- **Management of Helpdesk.** Be the primary point of contact for candidates and test center supervisors, assist on all queries related to ACIFMA Exams
- **Management of Information.** Collate ACIFMA Exams management information and statistics to the Board of Education, Management Board and other bodies as/when requested and approved by the Board of Education
- **Management of Post Sales.** Follow-up with candidates that took ACIFMA Exams to ensure continuous assistance and support
- **Management of Supervisors.** Support and supply all necessary information and guidelines to supervisors of test centers to ensure that ACIFMA Exams are delivered with efficiency, whilst guaranteeing that test center supervisors maintain a correct understanding of the processes regarding the setting up and administration of ACIFMA Exams in their locations
- **Management of Test Center Network.** Manage the ACIFMA network of centers where Exams are delivered, by adding and changing test centers as appropriate to guarantee that ACIFMA retains a critical mass breadth of distribution for its Exams, ensuring these entities adhere to the strict ACIFMA rules and supervision conditions in order to maintain the integrity, robustness and reputation of ACIFMA Exams. Develop multiple relationships with external test centers to avoid dependency and promote the adoption of in-house test centers

Preferred Experience & Skills

- **Business Management.** Ability to manage day-to-day operations
- **Financial Markets.** Knowledge and experience in financial markets
- **Languages.** Fluent English-speaker required, preferably with advance level
- **Learning & Development.** Experience in managing systems and tools related to training and certification of individuals
- **Sales.** Experience in client support and assistance (on helpdesk environments), both on Pre and Post Sales
- **Systems.** Experience with Microsoft Office 365, conferencing and file sharing tools
- **Teamwork.** Ability to work with different colleagues in distant locations
- **Time Management.** Ability to work on a flexible time schedule

Relevant Additional Information

- **Primary Location:** Candidates from all locations will be considered, but strong preference for European based candidates
- **Job Function:** ACIFMA Education Manager
- **ACI Membership:** Preferable but not mandatory
- **Employment Type:** Full-Time (external contractor)
- **Employee Status:** 1-year contract, with potential to renew for an additional year
- **Salary:** EUR 40'000 to 50'000 gross per year (total compensation)

Paris, 11 February 2019