

Job Description

Position Title:	Desk Assistant
Business Division:	Global Broking – EMEA
Desk:	TBC – Numerous Desks
Reporting To:	Desk Heads
Location:	2 Broadgate, London, EC2M &UR
Working Hours:	Monday to Friday; 7.30am to 5.30pm (plus any additional hours required to fulfil the needs of the business)
Vacancy Type:	Permanent

Company Overview:

ICAP, part of TP ICAP group, is a leading markets operator and provider of execution and information services.

TP ICAP is a global firm of professional intermediaries that plays a pivotal role in the world's financial, energy and commodities markets.

Operating through our core businesses, Tullett Prebon, ICAP, PVM, Mirexa Capital, Tullett Prebon Information, ICAP Information Services and PVM Data Services, we create strong networks in person and through technology. We provide comprehensive analysis and insight into market conditions and long-term trends. We combine data, knowledge and intelligence into contextual insight and commercial guidance. By engaging with our clients, and providing innovative products and services, we enable our clients to transact with confidence, facilitating the flow of capital and commodities around the world, enhancing investment and contributing to economic growth.

We are known in the market for our Honesty, Integrity, and Excellence in the provision of service to our clients. Above all else, we Respect our clients and each other, without bias. Employees are expected to uphold the values and principles of our cultural framework in performance of their job duties.

Role Summary:

The role of a Desk Assistant will be to assist the brokers on the desk to ensure the smooth day to day running of the desk.

Key Accountabilities:

- Provide complete support to the brokers for the smooth running of the desk
- Ensure timely input of trades into trading systems
- Resolve any trade queries received internally and externally, and ensure any trade discrepancies are resolved in a timely manner
- Identify trade opportunities and calculate strategies
- Keep trade records up to date
- Update real-time manual / electronic whiteboards with market data

- Provide input on various projects for brokers and traders
- Provide trade details to brokers and traders on a daily basis
- Monitor markets and follow financial news and developments
- Fulfil additional / ad hoc duties as required to meet the needs of the business

Person Specification:

Teamwork and Relationship Building

- Personable and engaging
- Communicates effectively and efficiently to internal and external stakeholders
- Build relationships and networks with both internally and externally wherever possible
- Demonstrates strong customer focus
- Demonstrates ability to work effectively with others
- Constructively handles disagreements to reach a resolution
- Ability to work with diverse groups/ personalities

Resilience & Tenacity

- Ability to work effectively in a high pressure environment
- Keeps emotions under control in difficult situations
- Handles criticism constructively

Entrepreneurial

- Open to innovative ideas/ experiences and ability to create new ideas, approaches or insights
- Seeks opportunities for improvements
- Handles situations and problems with innovation and creativity

Drive / Focus / Ambition

- Demonstrates high levels of energy in seeking out and achieving new goals
- Goes that "extra mile"
- Is a self-starter
- Shows evidence of being comfortable working in fast paced or pressured environments
- Enjoys a challenge
- Does not give up easily

Communication / Personal Impact

- Adapts communication style to suit audience
- Projects personal credibility
- Interacts confidently without being overbearing

Risk and Compliance Awareness

- Aware of the importance of considering Risk Management and Compliance issues in all strands of business activity
- Aware of the applicable Group Policies and the relevant regulatory frameworks
- Escalates matters to Desk Head or to the relevant individual or department where appropriate

Professional Integrity

- Able to demonstrate honesty, integrity and professionalism
- Promotes loyalty to ICAP and its principles
- Works ethically and shows respect for both professional and company values.

Competencies

- Excellent attention to detail, highly organised with a proactive approach
- Strong analytical ability and problem solving skills

Knowledge & Understanding

- Understands ideas and has a viewpoint on the markets and economy

- Willingness to engage with internal and external stakeholders outside of the immediate desk environment
- Educated to a minimum of A Level standard, inclusive of A Level Maths Level preferable, but not essential
- Previous work essential in the financial markets preferable, but not essential

This job description is subject to the terms and conditions of your Service Agreement and Handbook. You shall perform other such duties as the Company or any Group Company may reasonably require.

Signatures**Employee**

Name

Date/Update

Signature

Direct Manager

Name

Date/Update

Signature
