



Alp Financial Limited

Senior Manager, EFX Support & Operations

Job Description

We are looking for an energetic and dynamic EFX Support Manager to be a part of our global team. This essential position, reporting to the Head of Operations, will be providing technical and functional support for Alp Financials' Institutional FX Brokerage platform, ensuring that its day-to-day business operations run efficiently. Candidate will be liaising with external clients, technology providers, a global internal staff, and internal business owners to provide an exceptional level of service to all. To be the ideal candidate you will be very comfortable with technology and have strong communication skills (both written and oral). Candidate should be accustomed to resolving issues quickly and efficiently, and working cohesively with other teams to perform daily and requested tasks. Candidate will need to be efficient with time management and should be able to think and act proactively and strategically in order to minimize any operational risks that could adversely impact revenues, volumes and reputation.

Responsibilities:

- The candidate must possess strong analytical skills, as the role demands a consistent drive towards enhancing workflows and controls
- Supporting the business across both NY4 and LD4
- Ensuring Operational standards are adhered to and any exception processes are fully documented and communicated
- Monitoring and analyzing the daily flow
- Responding to tickets and actioning quickly as required
- Communication with clients, venues, Prime Brokers, and Liquidity Providers to resolve any issues
- Onboard/Offboard clients and LP's, managing test trades
- Working with the technology provider to identify enhancements and to deal with day-to-day issues
- Efficiently deal with any enquiries via various channels (telephone, email, instant messenger)
- Effective communication and collaboration with other global staff consisting of liquidity management, sales, and senior management
- Immediate escalation of any issues to the COO/CEO
- Maintain and control the system, ensuring pricing, aggregations, mark ups, currency enablement, etc are operating properly in order to ensure adequate and expected workflow
- Carry out projects and/or research, producing briefing papers, reports and presentations
- This list of duties and responsibilities is not intended to be all-inclusive and can be expanded to include other duties or responsibilities that management deems necessary

Qualifications:

- Previous knowledge and experience in operations within the FX Brokerage business.
- Previous experience working in or with a Prime Broker, Venue, or Bank
- Knowledge of and experience with FIX protocol and messaging
- Microsoft Excel – advanced level
- The capability to work with numerical information, plus analytical and problem-solving skills
- Excellent time management skills
- Ability to prioritize workload and work under pressure
- Interpersonal skills and the ability to work well with people at all levels
- Attention to detail and a well-organized approach to work
- Trustworthiness and integrity in dealing with confidential and sensitive information
- Effective written and verbal communication skills
- Quick learner and willingness to taking additional responsibility on an ad hoc basis
- Strong organizational skills with the ability to multi-task



Desirable

- Proven experience in business operations working with systems such as Tradepoint/NTPro/Lucera
- Data analysis
- Capital Markets/FX/CFD/Crypto/Equity Trading or experience