The role of the Back Office in Financial Market operations

GOALS

Back-office operations are the backbone of financial institutions, ensuring accuracy, compliance, and efficiency in every transaction. As financial markets evolve with new instruments, technologies, and regulations, the role of the back office becomes increasingly strategic. This training will help back-office professionals strengthen their expertise in financial instruments, understand market participants, and master operational processes, risk management, and regulatory requirements. It will also provide insights into future trends shaping back-office functions.

The objectives of this training are to:

- understand key financial instruments, market participants, and transaction flows, and learn the strategic role of the back office in the value chain;
- develop client-oriented communication skills, apply best practices for risk management, and navigate the regulatory framework impacting back-office processes;
- anticipate trends such as automation and digitalization to improve efficiency and adapt to evolving industry requirements.

SUMMARY

Category:

- Retail banking

Difficultylevel:

Advanced

Certification type:

In class training

Price:

- Member: € 575.00
- Non member: € 675.00
- Partner BZB: € 575.00
- Incompany: custom tailored, prices on demand

CPD hours:

- Bank: **6h** sector specific
- Compliance: **3h**

INTENDED AUDIENCE

This training course can be followed by multiple target groups:

- Banking professionals
- Back-office teams
- Compliance officers
- Risk managers

- …

FOREKNOWLEDGE

Advanced level training: this training requires a general basic knowledge of the subject.

CONTENT

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- **General Introduction to key Financial Instruments**
  - Shares, bonds, certificates of deposit, UCIs, ETFs, derivatives (including specific DP products), and insurance products (Branch 21 and 23).
- **Market participants and Transaction Flows**
  - Overview of key actors in financial markets and the definition of a transaction flow for listed products, electronic trading platforms, derivatives, and unlisted investment funds.
- **The Back Office in the value chain**
  - Understand the strategic role of the back office
  - Processing and settlement of transactions
- **Client orientation for Back Office teams**
  - Solution-driven approach, clear and accessible communication, strong focus on control and service quality, and understanding client impact.
- **Risk Management**
  - Identification and mitigation of operational and financial risks.
- **Regulatory framework**
  - Key regulations and compliance requirements that directly affect back-office processes.
- **Future trends in Back Office functions**
  - How technology and regulation are shaping the evolution of back-office roles.

PRACTICAL INFORMATION

- **Duration:** 1 day of training (6 class hours)
- **Hours:** 09:00 to 17:00
- **Location:** Febelfin Academy: Phoenix building, Koning Albert II-laan/Boulevard du Roi Albert II 19, 1210 Brussels
- **Language:** This training will be given in English

METHODOLOGY

You follow a '**Classroom training**' in a group. You, the other participants and the teacher are all present in the same classroom at an agreed time. There is an opportunity for interaction and feedback, both from the participants to the teacher and vice versa. The teaching material consists as a basis of a presentation via the MyFA learning platform, supplemented with various other items (such as digital syllabus, presentation, audiovisual fragments, etc.).