MERCURY

Banking Operations and Back Office Management

8 – 12 February 2027
Vienna (Austria)



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Ref: 16170_1081478 **Date:** 8 – 12 February 2027 **Location:** Vienna (Austria) **Fees:** 5900 Euro

Introduction to Banking Operations and Back Office Management:

In today's rapidly evolving financial landscape, efficient banking operations and robust back-office management are crucial for ensuring the seamless functioning of financial institutions. This Banking Operations and Back Office Management course equips professionals with the operational know-how and technical understanding required to support core banking functions. It delves into the full transaction lifecycle, from client onboarding and transaction processing to risk management and compliance procedures.

Participants will explore best practices in document control, reconciliation, reporting, and the use of automation tools. The Banking Operations and Back Office Management training emphasizes the critical role of back office teams in sustaining operational efficiency, minimizing risks, and ensuring regulatory compliance. It also addresses current trends and digital transformation in banking services. They will support banking operations with increased accuracy, accountability, and efficiency.

Targeted Groups:

This Banking Operations and Back Office Management training course targets professionals seeking specialized knowledge and skills:

- Entry-level to mid-level bank employees.
- Back office executives and operations officers.
- Financial service administrators.
- Staff working in transaction processing and settlements.
- Internal auditors in banks and financial institutions.
- Compliance and documentation officers.
- Customer service representatives in financial environments.
- Professionals transitioning into the banking sector.
- New hires in financial institutions.
- Individuals preparing for roles in bank operations or support services.

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Course Objectives:

Participants will achieve the following objectives by completing the Banking Operations and Back Office Management course:

- Understand the core structure of banking operations.
- Identify the role of back office departments in daily transactions.
- Apply risk mitigation strategies during transaction handling.
- Analyze documentation and compliance requirements effectively.
- Demonstrate accurate data entry and reconciliation processes.
- Execute end-to-end account management tasks.
- Utilize operational reporting tools for performance tracking.
- Examine fraud prevention controls in operational workflows.
- Implement automation techniques to streamline back office functions.
- Improve customer service through operational efficiency.
- Evaluate regulatory changes and adapt operational procedures accordingly.
- Monitor service-level agreements SLAs and operational key performance indicators KPIs.
- Develop workflows for clearing, settlements, and payments.
- Build cross-functional collaboration skills.
- Establish quality assurance practices across banking operations.
- Enhance decision-making using structured operational data.
- Perform periodic audits and process checks.
- Contribute to digital transformation initiatives in back office processes.

Targeted Competencies:

Participants will gain the following competencies during the Banking Operations and Back Office Management program:

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- Proficiency in end-to-end banking operations.
- Accuracy in handling transactions and reconciliations.
- Awareness of compliance and risk protocols.
- Competence in document management and reporting.
- Understanding of banking systems and software.
- Skill in operational problem-solving.
- Knowledge of process automation and optimization.
- Capability to interpret financial and regulatory data.
- Communication and coordination with the front and middle office.
- Service delivery through operational excellence.

Course Content:

Unit 1: Fundamentals of Banking Operations:

- Definition and scope of banking operations.
- Classification of banking services: retail, corporate, investment.
- Functions of the front office, middle office, and back office in banks.
- Core banking systems and operational infrastructure.
- Account opening procedures and customer onboarding.
- Types of financial transactions and their workflows.
- Internal controls and compliance integration.
- Common challenges in operational execution.
- Overview of interdepartmental collaboration.

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Unit 2: Back Office Structure and Functions:

- Definition and strategic importance of back office operations.
- Responsibilities include document processing and verification.
- Reconciliation of accounts and transaction logs.
- Payment processing: domestic and international.
- Clearing and settlement systems.
- Role in compliance reporting and audit readiness.
- Process controls and service quality monitoring.
- Use of SWIFT, RTGS, and ACH systems in back office tasks.
- Workflow documentation and control mechanisms.

Unit 3: Risk Management and Regulatory Compliance:

- Understanding operational risk in banking.
- Common risk exposures in back office processes.
- Regulatory landscape: local and international standards.
- KYC, AML, and CFT policies in operational functions.
- FATCA, Basel III, and central bank compliance frameworks.
- Operational resilience and business continuity planning.
- Fraud detection techniques and suspicious transaction reporting.
- Audit trails and documentation practices.
- Handling regulatory inspections and inquiries.

Unit 4: Transaction Lifecycle and Operational Accuracy:

- Lifecycle of financial transactions: initiation to closure.
- Roles and responsibilities in transaction handling.
- Cross-border payments and currency conversion operations.
- Trade finance documentation and logistics.
- Securities operations and custody services.
- Process mapping for error reduction.
- Real-time reconciliation and discrepancy resolution.
- Automation tools for transaction monitoring.
- Case studies on failed transaction recovery.

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Unit 5: Technology and Innovation in Banking Operations:

- Core banking system innovations and integrations.
- Robotic Process Automation RPA in back office tasks.
- Digital documentation and electronic archiving.
- The Role of Data Analytics in Operational Efficiency.
- Emerging technologies: blockchain in settlements.
- Cybersecurity and data privacy controls.
- Customer service tools supported by operational tech.
- AI in fraud detection and compliance checks.
- Transforming operational models through digitization.

Final Insights & Key Takeaways:

This Banking Operations and Back Office Management course offers an understanding of modern banking operations and efficient back-office management. It supports participants in becoming operationally sound and compliance-aware professionals. It bridges technical know-how with practical execution to enhance institutional performance. Professionals will leave with the tools to support operational excellence and drive transformation within their banking environments.