

Job Advert Details

Some careers have more impact than others.

If you're looking for a role where you can continue to make an impression, take the next step at HSBC where your contributions will always be valued.

Wealth and Personal Banking (WPB) is our new global business combining Retail Banking and Wealth Management, and Global Private Banking. Our dedicated colleagues serve millions of customers worldwide across the entire spectrum of private wealth, ranging from personal banking for individuals and families, through to business owners, investors, and ultra-high-net-worth individuals. We provide products and services such as bank accounts, credit cards, personal loans, and mortgages, as well as asset management, insurance, wealth management and private banking that best suit our customers' needs.

We are currently seeking an experienced professional to join our team in the role of Premier Relationship Officer.

Principal Responsibilities

- Manage a portfolio in excess of 400 Premier customer relationships and ensure continuous growth
- Ensure higher wallet share with HSBC and maintain the required cross sell ratio.
- Actively bring in new customers and maintain a profitable portfolio.
- Ensure that the Global Premier Brand and its promises are delivered at all times.
- Safeguard the bank from potential loss through application of knowledge on compliance and controls.
- Cross sell banks personal banking products and services including insurance and wealth products.
- Has to be self-motivated to ensure that the service standards expected for Premier customers are maintained on a consistent basis.
- Develop a deep understanding of clients financial needs, objectives and risk appetite to offer innovative wealth management solutions

Requirements

- Excellent relationship management skills
- Customer driven with a strong focus on quality of service
- A clear understanding of how value is created within the Premier segment, both for customers and the bank
- Ability to develop and retain the extensive knowledge including financial planning knowledge and defining customer needs
- Comprehensive understanding of the Premier Proposition including Global Service Standards and Premier International
- Be able to work independently and under pressure, be organised and pay attention to detail.
- Build respect through fostering honest two-way communication
- Lead by example and ensure discipline/professionalism at all time
- Be sincere and take responsibility for your actions
- Have a positive 'can do' attitude in accomplishing all tasks and goals set.

When applying please submit a full resume.

You'll achieve more at HSBC.

HSBC is committed to building a culture where all employees are valued, respected and opinions count. We take pride in providing a workplace that fosters continuous professional development, flexible working, and opportunities to grow within an inclusive and diverse environment. Personal data held by the Bank relating to employment applications will be used in accordance with our Privacy Statement, which is available on our website.