

Job Advert Details

Why join us?

WPB banking services is a pivotal part of the group providing essential support to various markets, helping deliver excellent customer service with efficiency. We are currently seeking a high caliber professional to join our team as an Assistant Manager- Business Support and Operational.

The Opportunity:

Provide support to higher management on business requests and accommodate adhoc requests on business demand. Carrying out deep analysis of MI information on short notice and meet expected deadlines. Support reviewing overtime across markets, leave utilization, backfill and onboarding updates to be provided to senior management on a timely basis, maintain structure charts and provide support to UK governance.

What you'll do:

- Ensuring compliance with HSBC Group company policies and procedures, including regulatory requirements.
- Maintain equipment, systems, and general work environment in good condition, adhering to all appropriate procedures.
- New initiatives are fully communicated to and implemented by the team from a technical viewpoint.
- Ensure risks are mitigated by making the appropriate referrals to risk management and legal teams.
- Monitoring 'Service Quality' of the teams and summarize the information to be presented to management review.
- Monitoring of internal service excellence benchmarks to ensure customer delight.
- Problem situations are proactively identified, resolved, and escalated to give maximum customer satisfaction. Appropriate measures are taken to improve quality and prevent recurrence.
- Stakeholders kept up to date on progress by proactively engaging with them.
- Effectively drive and manage change to achieve business goals. (Example: Process improvements, Changes in procedures)
- Implement and monitor Band Progression plans to meet Business requirements and Staff expectations.
- Lead by example through service excellence and driving Quality initiatives for improved Customer Satisfaction.
- Drive Staff Development through Soft Skill training, Personal Development plans and Performance Management Reviews.
- Reward and Recognize service excellence.
- Strike balance among Task, Team and Individual to inspire and influence Staff to bring in their best.
- Create robust team environment where skills and knowledge openly shared to achieve team and business goals.
- Progress reviews on KPI undertaken within agreed timescales.
- Provide information to facilitate management decision making and maintain non-disclosure of restricted information.
- To co-ordinate and assist the management team while initiating business recovery measures.
- To monitor Operational Risks and implementing Risk mitigating plans.
- Tracking cross training plans taking into account the Global Contingency requirements, Staff Banding progression and Operational requirements, and striking a balance among them.
- To smoothen the impact of erratic workflows through effective capacity planning, leave management and process prioritization.
- Productivity and quality targets are monitored and achieved.

Qualifications

What you will need to succeed in the role:

- GCE A/L pass or GCE O/Levels with relevant work experience. Higher qualification not a bar provided aspirations are commensurate with position.
- Leadership skills, with ability to build rapport with and relate to and effectively develop a wide range of people
- Ability to learn quickly, transfer knowledge appropriately, understand and interpret numeric data.
- Evidence of good analytical, statistical and data mining skills to study trends, and the ability to make projections and to interpret numeric information.
- Excellent teamwork, motivational and leadership skills (E)
- Applicants should have attention to detail and ability to work under pressure to meet targets deadlines, problem solving/ numerical skills (E)
- Excellent Verbal & Written skills in English. (E)
- Problem Solving and Critical Thinking (E)
- Competence in MS Office (MS Word, MS Excel and MS PowerPoint(D)

What additional skills will be good to have?

- Drive Customer Centric Quality initiatives.
- Effectively mitigate identified Operational Risks.
- Comply with Group's Statutory Audit standards.
- Flexibility working hours to accommodate process requirements (E)
- Willing to cross train on multiple roles within the process to maximize the capacity. (E)

Want to Apply?

- All applicants must have successfully completed their probation period
- All applicants must have a minimum performance rating of Good and behavior rating of Good in the last year end appraisal
- All applicants should have served at least 18 months in their current functional role and department
- Applicant should inform their Line Manager prior to applying
- Application form should be submitted on CareerLink along with their updated CV
- All the completed applications should be submitted on CareerLink by 11:59 PM on the closing date
- Applicant should not been previously declined for the same position within the last 6 months on the date of submission of their application & the time of selection.
- Applicant should not been on ANY form of Corrective Action within the last 6 months from the date of application
- Right to work is required. Local employment rulings and restrictions will apply.
- Applicants who meet the required minimum score at the interview may be placed in a pipeline for a period of 3 months to fill any vacancies which may arise for the same position during the immediate 3 months from the IJP closure date. The final decision to place an individual in the pipeline rest with the business head concerned
- Applications of candidates who do not adhere to guidelines during any technical assessment that is conducted as part of the selection process will be disqualified and not progressed thereon.