

Job Advert Details

Why join us? (Overview of Dept./Function)

The Client Lifecycle Management (CLM) Exits team is part of the CIB Banking Client Servicing. The objective of (CLM Exits) is to provide CIB clients with a globally consistent CSEM process, in over 80 countries. It ensures that CSEM profiles are prepared in accordance with Group and Regulatory Policy, obtaining documents as required from the relationship manager, undertake all the necessary due diligence checks and ensure appropriate escalation is followed according to Policy.

The CLM Exits is responsible for providing centralized CSEM production and validation of Exits triggers and support of both client off boarding and periodic maintenance of constrained client information.

The Opportunity: (Brief Overview of the Role)

The role encompasses several tasks involving CSEM analysis across CIB ensuring Regulations, policies/procedures are maintained and adhered to. This role also involves liaising with the business partners as well as colleagues and senior onshore partners, thus ensuring timely resolution of queries.

What you'll do: (List out Key Responsibilities)

- Production of CSEM profile to the highest quality standard & in line with the latest policies and procedures. Individuals are required to keep themselves updated on the latest procedural/ policy changes across all streams.
- Obtain & update all missing client information from frontline (with the help of the RMs), sourcing & updating accurate and relevant client data from the core banking system & or other bespoke information providers.
- Take complete ownership of any profiles/tasks that have been assigned until stage of completion. This could be a new request or a request or work item that has been reassigned. Communicate clearly in writing with team members, Compliance, RM, Customer as required.
- Ensure one meets the set Productivity target and Quality target month on month.
- Profiles to be sent for audit (after receiving all information) within standard timelines that have been defined.
- Adhering to all performance level agreements with nil exceptions.
- Complete other related duties as assigned.
- Follow appropriate escalation matrix and proactively highlight questionable profiles based on logical reasoning against text-book approach towards procedures.
- Ability to work to tight deadlines and under pressure.
- An active participant during crisis management and process team meetings and Provide support and guidance to your peer group to meet CLM objectives.
- Contributing to positive and productive environment through openness, flexibility, positive attitude and prompt reporting and escalation of issues and proper time management.
- Should be an active team player.
- Working closely with the Managers providing support and coverage as appropriate
- Adhere to the compliance/ audit requirements set and communicated by the GSC management; keep the confidentiality of sensitive information of users; ensure breach of confidentiality is immediately brought to the attention of the line manager.
- Need to build strong product knowledge across various projects and Lines of Business to ensure successful migration / performance of the processes.
- To fully understand the existing regulatory environment and processes of the business and impact on day-to-day activities.
- To be aware of changes in the AML and compliance world which will impact performance.

Qualifications

What you will need to succeed in the role: (Minimum Qualification and Skills Required)

- Prior experience in KYC/ CDD or any other financial crime risk & compliance function is desirable.
- Excellent communication skills (E).
- Team player and ability to manage stakeholder expectations (E).
- Ability to work well under pressure with high degree of accuracy (E).
- Self-driven (E).
- Flexibility to work in different shift timings (E).
- Good understanding of MS office and proven skills on banking platforms (D).
- Good understanding of financial regulatory environment, and AML risk implications (D).
- Sound knowledge of financial regulatory requirements (D).

What additional skills will be good to have? (List out good to have skills and certifications)

- AML qualification (e.g. CAMS, ICA) and or post graduate Compliance degree is an advantage.
- A Bachelor's degree or with equivalent industry/functional experience
- Working knowledge of popular business information services is an advantage.

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 be 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 be 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.