

Job Advert Details

Some careers have more impact than others.

If you are 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.

In Wealth and Personal Banking, we serve 41 million customers globally, including 6.7 million who are international, from retail customers to ultra-high net worth individuals and their families. We help our customers to take care of their day-to-day finances and to manage, protect and grow their wealth. Our international network and breadth of expertise enable us to deliver on HSBC's purpose of opening up a world of opportunity by providing our customers with borderless banking and world-class wealth management through best-in-class, mobile-first capabilities and exceptional people. Our key areas of operations include Retail Banking and Wealth Management, Asset Management, Global Private Banking, Insurance, and Chief Operating Office.

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

Principal Responsibilities

- Be updated and gather a full understanding of the Premier Proposition including Global Service Standards and Premier International.
- Develop a deep understanding of clients' financial needs, objectives and risk appetite to offer innovative wealth management solutions.
- Has to be self-motivated to ensure that the service standards expected for Premier customers are maintained on a consistent basis.
- Cross sell banks personal banking products and services including insurance and wealth products.
- Apply knowledge on compliance and controls to safeguard the bank from potential loss.
- Ensure that the Global Premier Brand and its promises are delivered at all times.
- Actively bring in new customers and maintain a profitable portfolio while maintaining a NPS score of 60 across all customer relationships.
- Ensure higher wallet share with HSBC and maintain the required cross sell ratio.
- Manage a portfolio in excess of 400 Premier customer relationships with over 15million balances and ensure continuous growth.

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 extensive knowledge including financial planning knowledge required to provide a world class relationship management service to the bank's most valuable personal customers.
- Be able to work independently and under pressure, be organized and pay attention to detail.
- Build respect through fostering honest two-way communication.
- Lead by example and ensure discipline/professionalism at all times.
- 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. In the event you are shortlisted, please note that interviews will be scheduled within a day from cut off date.

Hiring Manager: Kithmal Wimalaweera

You will 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.