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# Head of Service Delivery

## HSBC Technology & Services

Closing date November 8th 2013

HSBC is seeking an experienced and dynamic individual for the position of Head of Service Delivery within the HSBC Technology and Services division (HTS). The successful applicant will be responsible for the provision of high risk, high volume transaction processing, and operational support to HBBM business divisions and Bank clients. The role has responsibility for overseeing initiatives related to improving operational efficiency, productivity and service levels and will achieve this through support of all business areas.

### Major responsibilities

- Articulate and champion a global operating model for Service Delivery, influencing customer groups, regional service delivery & proposition owners and shared service providers to deliver a globally consistent, technology driven, cost effective Service Delivery proposition and infrastructure for the businesses
- Ensure all operational functions perform in an efficient and cost effective manner to facilitate business growth, profitability and management of operational risk
- Drive a continuous quality improvement and service excellence culture across all delivery processes while ensuring that costs and headcount benefits are identified, realized and delivered to the business
- Provide services of high quality to the customers and business areas, with an efficient cost management, in a environment with high standards of internal controls, aligned with the strategy of HSBC Global Service Delivery and direction from the Business
- Engage internal customers regularly by understanding and sharing vision, best practice, challenges and potential solutions and by working collaboratively with customer groups

### Minimum qualifications

- University degree with at least eight years progressive experience in a banking operations environment, of which five years have been in a management capacity
- Demonstrated experience in Payment Operations and Process Reengineering in the Financial Services industry
- Demonstrated experience leading and driving change across a large and complex operation
- Strong relationship building and influencing skills are required

Interested applicants are invited to apply by sending your résumé and cover letter to:

Email [recruitment.dept@hsbc.bm](mailto:recruitment.dept@hsbc.bm)  
Fax 299 6524:

Post Recruitment Department,  
Human Resources,  
HSBC Bank Bermuda Limited, 37  
Front Street, Hamilton HM 11

Application forms are available in all HSBC branches and at [www.hsbc.bm](http://www.hsbc.bm)

All enquiries will be held in strict confidence.  
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