

# Manager, Operations Support

Bermuda Commercial Bank "BCB", is recruiting a highly qualified individual to fulfil the role of Manager, Operations Support. The Manager, Operations Support is responsible with supporting the Operations production & control teams to improve overall quality of performance and service delivery, and to seamlessly manage all necessary changes within those teams in order to deliver sustained and continued business performance improvement. This role reports to the Chief Operating Officer.

## Role and Responsibilities

Is accountable for the overall performance of the Operations production with a clear responsibility to enhance productivity and improve customer service and managing processes in a manner that will keep risk incidents and errors at a negligible level. In coordination with external clients and internal partners and other support units, the Manager, Operations Support will:

### Operational Management

- Own E2E customer and Operations production & control processes, ensuring that they are documented and kept up to date
- Continuous improvement of all customer and Operations production & control processes
- Train all Operations production & control staff on any changes to processes and business
- Develop, maintain & report on Operations performance through service metrics, productivity measures and KPI's
- Ensure that errors & defects are logged, reported, measured and perform root cause analyses to identify the causes and lead remediation initiatives to address the same
- Interact with the Client Relationship teams and other business & support teams within the Bank to drive any impact to the Operations production & control areas due to changes that are being introduced in the respective business & support teams
- Lead and manage all changes within Operations production & control units
- Key participant in the implementation of new changes & processes emanating out of the Core Banking platform and e-Banking solutions and any associated interfaces

### Leadership

- Provide effective management of direct report team and communicate effectively to ensure optimum performance and morale
- Lead, motivate and support the team, to ensure the highest level of delivery of services to customers
- Implement development plans to ensure individuals have the right skills for the role: training, developing and implementing succession planning within the team to meet business needs
- Cultivate an environment that fosters teamwork, supports diversity and reflects the BCB brand

### Bank wide responsibilities

- Participate & lead in the implementation of bank wide change initiatives & projects such as new systems in the Banking Operations and Support Services department for both the traditional and the e-Banking platform of the Bank, GL systems, reconciliation systems, new products and services, etc.

### Person Specification

- Degree from a recognised university preferred
- CIB certificate(s) specifically related to job type required
- A minimum of 7 years of experience within a similar role in the banking industry
- Must be proficient in the following software applications: Microsoft Word, Excel, PowerPoint, and other relevant applications
- Must have interactive experience/exposure on the Internet

### The Bank seeks to employ individuals who have the ability to exhibit the below behaviours

- Customer Focus
- Communication
- Teamwork Skills
- Adaptability
- Analytical Thinking
- Proactive Problem Solving

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Compensation will be commensurate with the successful candidate's experiences and will include a base salary and a discretionary performance related bonus. References will be requested and verified.

Interested persons should apply by forwarding an application letter and resume no later than January 7<sup>th</sup>, 2015, to Bermuda Executive Services by email to [tshott@bes.bm](mailto:tshott@bes.bm), or by post to Bermuda Executive Services, Attention: Tracy Shott, 77 Front Street, Hamilton HM 12 Bermuda.

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Bermuda Commercial Bank Limited is one of Bermuda's four licensed banks, established in 1969 and regulated by the Bermuda Monetary Authority. We are Bermuda's only bank focused purely on corporate and private wealth clients offering a range of bespoke financial solutions. Our website is [www.bcb.bm](http://www.bcb.bm). BCB is an equal opportunity employer.

BCB's parent company Somers Limited is publicly traded and listed on the Bermuda Stock Exchange [www.bsx.com](http://www.bsx.com) (Ticker: SOM.BH). The share price is available on the BSX and on Bloomberg and is published daily in the Royal Gazette.

The Bank offers a friendly work environment with competitive salary and benefits.