

Head of Business Management

Wholesale Banking

Closing date: 30 November, 2017

The HSBC Head of Business Management is positioned as a key role in the senior management team within the Wholesale Banking division. Reporting to the Head of Wholesale Banking, the incumbent is responsible for developing and implementing the infrastructure in line with the Target Operating Model (TOM) that supports the Commercial business in Bermuda with a view to building a segmented customer experience, ensuring sales management processes and tools are adopted and valued, directing the Rolling Operating Plan (ROP) activities (incl. related reporting and metrics), facilitating cross-border business flow and delivering project management expertise for key initiatives across the business.

Major responsibilities

- Manage the Wholesale Banking planning process and utilize metrics and performance analysis to create action plans that drive business results, and institute disciplined sales management processes, tools and techniques.
- Provide timely and accurate MI reporting to Senior Executive of Global Commercial Banking (CMB) on Management Information (MI) and ROP performance and respond to ad hoc requests for information or support.
- Develop and support infrastructure and strategies that support an increase in quality and quantity intra- and inter- regional business and drive cross-border business, embedding the principles of the Leading International Banking (LIB) strategy.
- Ensure appropriate steps are taken in conjunction with HSBC Operations Services and Technology (HOST) to reduce costs, improve systems, process, and improving organisation infrastructure within the business.
- Manage all major projects within the Wholesale Banking business including plan initiatives, employee engagement initiatives, and training and development programs.
- Responsible for the management and utilization of Global and Regional Client Relationship Management (CRM) Global Links and revenue management Head Office Reporting and Information system (HORIS) systems with overall responsibility for adoption and quality.
- Ensure appropriate credit risk management processes are deeply embedded within the business. Hold overall accountability for building a compliance liaison function with the Chief Risk Officer office.
- Directs the support and operational functions of the Wholesale Banking, including overall accountability for operational integrity and audit issues.

Minimum qualifications

- University degree in Finance, Business or related discipline, or equivalent relevant experience
- Minimum of fifteen years proven and progressive analytical, planning and project management experience within a product and project management function or equivalent, including a minimum of seven years proven management/leadership experience or equivalent.
- Strong managerial, communications, project management, organizational, lateral thinking, strategic planning, analytical, mathematical, decision-making, interpersonal and leadership skills.
- Proven track record in leading and managing change, particularly given the organization's continually evolving nature
- Ability to seek out and improve on best practice and capability.

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

Email:
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. All enquiries will be held in strict confidence.

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www.hsbc.com/careers

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