

## Head of Operations

Bermuda Commercial Bank Limited (“BCB”) is recruiting a highly qualified, dynamic and results orientated individual to fulfill the role of Head of Operations. Reporting to the Chief Operating Officer, this role is responsible to provide vision and leadership for developing and implementing a best in class “Operations Team” that aligns with the mission and strategy of BCB and ensures that the Operations Team delivers quality, prompt, accurate and compliant service to all BCB customers (internal and external).

## **Role and Responsibilities:**

- Manage the day to day operation and future development of the Bank's operations team to ensure they deliver on all business / customer requirements and are up to date and compliant with the applicable regulations;
- Build an operations centre of excellence for the business and customers;
- Be a trusted Business Partner - effectively synthesise and communicate with all parts of the business and be proactive in driving change to ensure operations supports a first class customer experience;
- Manage relationships with operations suppliers & correspondent banks in line with agreed service levels and payment authorisation limits;
- Own and manage risk and control (front line operating management) – 1st Line of Defense – management controls and internal control measures;
- Research banking “best practice” trends, with a view to developing and implementing strategies that will continue to meet the Group’s business requirements and strategy;
- Review operations vendor/correspondent bank contracts and peruse agreements to capitalise on economies of scale and ensure compliance;
- Establish Operations department goals, objectives and operating procedures;
- Ensure the bank's operations processes are in compliance with all applicable laws and regulations;
- Develop and maintain team KPIs, provide Management Information and Reporting and analytical insight;
- Lead, motivate and support the team, to ensure the highest level of delivery of services to customers within agreed KPIs;
- Manage, coach and develop the Operations team to help them plan and prioritise workloads, set objectives, conduct appraisals and improve their performance;
- Cultivate an environment that supports diversity and reflects the BCB brand and values; and
- Ad hoc duties as required from time to time.

## **Minimum Qualifications**

- University degree in a business/financial related discipline;
- Minimum 10 years' banking operations experience – including custody, card business and general operational administration support;
- Minimum 5 years' leadership/management experience in a financial services environment;
- Experience and strong understanding of Operational Risk, AML/ATF and the latest industry compliance and regulations;
- Excellent understanding of project management and business process/reengineering principles to ensure execution of strategy as related to all areas of operations;
- Experience with day-to-day running of Operations; KPIs; Management Reporting;
- Proven ability to negotiate and agree commercially acceptable contracts with partners/vendors/correspondent banks and for managing these for adherence to the agreed terms;
- A proven, proactive leader and manager with experience in coaching, training, motivating, promoting and developing employee talent;
- An exemplary work ethic, a positive "get it done" attitude and a focus on results; and
- Excellent communication skills, both written and verbal.

Compensation will be commensurate with the successful candidate's experience and will include a base salary and a discretionary performance related bonus. References will be requested and verified. Background checks will be conducted on shortlisted applicants.

Interested persons should apply by forwarding an application letter and resume no later than **February 9, 2018** to [jobs@bcb.bm](mailto:jobs@bcb.bm).

Bermuda Commercial Bank Limited is licensed and regulated by the Bermuda Monetary Authority to conduct banking and investment business under the Banks and Deposit Companies Act 1999 and the Investment Business Act 2003.