

# Operational Management Manager

## HSBC Operations, Services and Technology (HOST)

Closing date: 22 May 2018

### Some Careers Open More Doors than Others

HSBC Bank Bermuda Limited is seeking a highly motivated individual with Corporate Real Estate (CRE) and risk management experience, along with good knowledge of governance & documentation, processes and controls, to drive strategic corporate real estate management activities in the HOST division of the Bank. The Operational Management Manager function provides support to the Country Head of CRE and delivers and contributes to policies, processes, procedures, and tools for their implementation and management in CRE. The Operational Management Manager will drive continuous improvement across the CRE structure in areas such as Governance and Risk Control Operations, Change Execution, Financial Management and People.

#### Major Responsibilities

- CRE Risk and Control Operations - Be knowledgeable on CRE policies and draft any country Desk Instruction Manuals as required
- Work with the Country Head and work streams to ensure HSBC policies and CRE processes and procedure are compiled accordingly
- Prepare for audits, reviews and regulator visits and support the Country Head to remediate findings and actions in a timely manner
- Support the Line Manager to ensure appropriate governance is developed and implemented along with robust documentation and supporting management controls, including risk management governance
- Support ad hoc requirements e.g. regulatory reporting, presentations, recovery and resolution plans, data review exercises

#### Minimum Qualifications

- Bachelor's degree in Business or similar or five years' experience in a similar role preferred
- Strong awareness and understanding of internal controls and operational risk environment. Demonstrated results in risk management and implementing operational controls
- Strong organisational, planning and management skills with a high level of personal drive and motivation to ensure delivery of a broad range of outputs simultaneously across HSBC
- Analytical background and proven ability in analytical reasoning, including being able to articulate complex issues concisely and in simple language to support problem analysis
- Possess excellent communication skills, both verbal and written with ability to build relationships by communicating, influencing and negotiating effectively at all levels across the organization

Interested applicants are invited to apply by sending a completed employment application and your résumé and cover letter to:

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

Fax: 279-5826

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.

You'll achieve more when you join HSBC.  
[www.hsbc.com/careers](http://www.hsbc.com/careers)

At HSBC we are open to different ideas and cultures and live by our values of being dependable, open and connected. 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.

