

Job Advert Details

Some careers have more impact than others.

If you're looking for a role where you can continue to make an impression, take the next step at HSBC where your contributions will always be valued.

Operations, Services and Technology is a pivotal part of the Group, providing essential operational and technical support to our global businesses and helping improve customer service and efficiency. Operations, Services and Technology combines global expertise and technology to help keep us ahead of the competition.

We are currently seeking an experienced professional to join our team in the role of Business Management Manager.

Principal Responsibilities

- Assist with the execution of Financial Institutional Group (FIG) business initiatives and activities in support of business.
- Provide a high standard of project support (including ad hoc projects and tasks) to both local and regional Global Markets (GM) teams.
- Foster professional relationships with other Global Businesses/ Functions and DBS (Digital Business Services) on areas where collaboration or interaction is required specifically on project workstream level.
- Contribute to the implementation and monitoring of the application of Global Banking & Markets (GBM) policies, governance frameworks, procedures, practices, and standards.
- Contribute to senior management decision making by producing, analyzing and interpreting Management Information (MI) to both Country and Regional Global Banking Stakeholders and provide support in forums and committees to represent view of business area and and execute tasks assigned via these forums.
- In charge of FIG & Wholesale Banking (WSB) activities relating to Business Continuity Planning, preparation of regulatory returns, preparation of reports, Complaints management and other tasks.
- Act as Data Quality Manager for Global Banking and the country point of contact.
- Assess business performance, propose improvement initiatives and improvements to operating models, procedures and best practices based on understanding of HSBC and market best practice. Successfully track the achievement of agreed actions/ plans.
- Disseminating information, drafting and preparing presentations including governance presentations (but not limited to Financial Crime Compliance and Conduct) and document management.
- Delivering updates to the Head of Financial Institution Group and Public sector and delivering fair outcomes for our customers whilst ensuring own conduct maintains the orderly and transparent operation of financial markets.

Requirements

- A bachelor's or master's degree or a Professional qualification.
- Preferably, a qualification in Project Management.
- Previous experience in Managing projects and agile working.
- 3- 5 years overall financial services industry knowledge with specific functional expertise.
- Strong understanding of governance, governance frameworks, risk policies, regulations. applicable to governance and best practice.
- Strong experience of delivering change into different audiences and managing implementation in banking environments.
- Effective communication (written and verbal), inter-personal and negotiating skills.
- Excellent decision making and problem-solving ability with sound judgmental skills to identify and resolve problems.
- Experience of managing resources using appropriate communication, delegation, and planning skills.
- Proven ability to work with senior stakeholders and sponsors.
- Positive 'can do' attitude and an ability to take ownership of tasks through to completion.
- Proficiency in Advance Excel and/or Power BI.
- Proficiency in Python, SQL and Qlik sense will be an added advantage.

When applying, please submit a full resume.

You'll achieve more when you join HSBC.

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.