

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.

In Wealth and Personal Banking (WPB), we serve 41 million customers globally, including 6.7 million who are international, from retail customers to ultra-high net worth individuals and their families. We help our customers to take care of their day-to-day finances and to manage, protect and grow their wealth. Our international network and breadth of expertise enable us to deliver on HSBC's purpose of opening a world of opportunity by providing our customers with borderless banking and world-class wealth management through best-in-class, mobile-first capabilities, and exceptional people. Our key areas of operations include Retail Banking and Wealth Management, Asset Management, Global Private Banking, Insurance, and Chief Operating Office.

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

Principal Responsibilities

- Up to date knowledge on strategic goals, bank's policies, procedures, and products
- Communicate with multiple stakeholders and business senior leaders on planning and developing and executing training programmes.
- Display professionalism and drive high growth mindset with a positive work culture and professional conduct.
- Carry out training need analysis for the network and ensure delivery, execution and follow up.
- Monitoring training programmes and ensuring completion of GMTs/ e-learning and classroom trainings.
- Lead, manage and coach channel customer facing staff at all GCB levels.
- Rolling out onboarding sessions for new recruits
- Carry out learning assessment and time and motion exercises where necessary to understand resource efficiencies.
- Create a working environment that drives performance-based culture and an engaged team.
- Maintain and enhance personal and team knowledge and skills through sharing best practice, identifying training needs and execution.
- Provide a consistent customer experience across distribution channels, share learning's, and ensure resources are appropriately deployed to deliver a sustainable cost platform.
- Carry out on the job coaching and exchange sessions.

Requirements

- Be knowledgeable on branch banking, products, services and processes.
- Require good communication skills.
- Ability to provide solutions to customer queries and customer handling skills.
- Multi-tasking and ability to work under pressure.

When applying please submit a full resume.

You'll achieve more at 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.