

Job Advert Details

Why join us?

Digital Production Services (DPS) is part of Digital Business Services and a publishing centre of excellence that specialises in web content management, design execution, document formatting and digitizing customer journeys for the bank globally.

The Opportunity:

The Creative production services offers design services within Digital Production Services. The department supports the Group's businesses and functions to effectively deliver messages online and offline.

What you'll do:

The Digital Designer is responsible for creating design solutions that have high visual impact; providing a range of design, layout and production services for output in print, web, interactive, documentation and presentation decks / materials. All design output should meet project requirements, adhering to branded-content and design guidelines. From strategic creative briefs, the Digital Designer presents solid creative concepts, excellent design, and skilled execution for all forms of visual assets. Digital Designers will work closely with Creative Leads to deliver excellent service and on-time delivery to DPS service recipients.

Principal Accountabilities and Responsibilities (e.g., for Business, Customers and Stakeholders; internal control environment, etc.)

- Produce work that is in accordance with department guidelines, compliance regulations, policies and procedures regarding content and design by understanding and applying them correctly, reviewing work and collaborating with colleagues, and seeking advice from Creative Leads as necessary
- Clearly communicate creative recommendations and point of view to both colleagues and business partners
- Coordinate with the Creative Leads and Account managers in handling projects from beginning through to completion, including managing the project turnaround time and presenting the finished product
- Ensure high quality of work by consistently taking responsibility for one's own work, reviewing it against quality standards, and consistently seeking to achieve zero quality errors
- Taking ownership by acting as a primary day-to-day contact for business partners on assigned design projects
- Build up the team's ability to provide better service by regularly reporting project concerns and suggesting ways to resolve them
- Oversee the productivity rating for their individual shift and work closely with Creative Leads to identify any challenges and lapses that can be addressed

Leadership & Teamwork

- Ensure a steady improvement in his/her own design skills and capabilities by planning and organising collaborative work and in-house cross-training opportunities
- Assist the Creative Leads in developing the team's annual and quarterly training plans
- Contribute to the team in achieving monthly average performance targets for Productivity and Quality scores
- Work collaboratively with other members of Creative Services to find optimal solutions to meet design requirements
- Ensure up to date knowledge on HSBC brand guidelines by actively participating in training sessions, and team knowledge sharing.
- Puts the need of the greater team ahead of his/her own needs, ensuring the team's growth and improvement is of priority

Functional Knowledge

- Post-secondary education – either at the degree level or a relevant professional diploma or certificate
- 3-5 years of experience in a design agency environment or other similar industry
- Expert in Adobe design applications and working knowledge of industry standard design software
- Proficiency in Mac OS, Microsoft Windows and MS Office applications
- Web experience: Working knowledge of HTML5, CSS, and web design principles is required
- Video production experience: Working knowledge of video creation process from pre to post production
- Knowledge of emerging digital experience technologies such as XR, Metaverse and AI art, is an advantage
- User-centric/customer-centric design theory : experience with user research, rapid prototyping, information architecture, user stories and persona writing is preferred
- Print production: Strong knowledge of print production and colour separation
- Good written and verbal communication and presentation skills
- Strong focus on simplicity vs complexity in both communicating and translating briefs into designs
- Able to generate and consistently provide innovative and creative ideas, working within corporate guidelines but challenging brief provided and questioning traditional approaches as necessary
- Extremely client-focused, with positive attitude; able to negotiate effectively, communicate at all levels and able to work well under pressure
- Ability to network with other resources and specialists around the business as appropriate
- Genuine enthusiasm for design and willing to share knowledge and experience, and great design resources, articles and other inspiration with others

Qualifications

What additional skills will be good to have?

- Develop professional and harmonious relationships with DPS customers through constant, personal communication aimed at obtaining a clear understanding of the business objectives and the situational context of their project requirements
- Enables and promotes collaboration between other Tribes and Chapters to deliver a much more effective solution to clients and stakeholders
- Maintain proficiency in current versions of software required for performing duties within HSBC
- Puts emphasis and acts upon the HSBC purpose and values

Want to apply?

- You must have successfully completed the probation period and should have served at least 18 months in your current position in addition to the learning curve tenure. (Internal only)
- Exceptions to the above need to be signed off by Head of HR with the recommendation of the respective VP/Function Head. (Internal only)
- Applications of candidates who do not adhere to guidelines during any technical assessment that is conducted as part of the selection process will be disqualified and not progressed thereon.
- The application should be submitted online along with the current CV.
- Employees must meet performance and behavioural standards as defined in the policy. (Internal only)
- Applicant should not be on a corrective action plan/ disciplinary action in the last 6 months or any other performance action as on the date of application and on the date of selection. (Internal only)
- All applicants should keep their respective Line Managers informed. (Internal only)
- Right to work is required. Local employment rulings and restrictions will apply.
- Applicants who meet the required minimum score at the interview may be placed in a pipeline for a period of 3 months to fill any vacancies which may arise for the same position during the immediate 3 months from the IJP closure date. The final decision to place an IJP individual in the pipeline rest with the business head concerned (Internal only)