

Job Advert Details

Some careers have more impact than others.

If you are 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, 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 up 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 Branch Manager Kandy.

Principal Responsibilities

- Maximising growth in the branch's personal and retail customer business.
- Lead Sales funnel management (SFM) within the branch to ensure opportunities are identified and customer needs are met effectively, maximising all available resources.
- Effective deployment of resources to maximise sales volumes, income and potential customer value whilst controlling costs.
- Maintain branch's appearance continuous maintenance and ensuring health safety precautions as well as branch atmosphere is according to group standards.
- Compliance with internal and external regulations and requirements and ensuring branch operation is smoothly run as per prevalent regulatory and group policies and procedures.
- Lead, manage and coach your team.
- Performance Management, Coaching, People Development and resourcing of your business.
- Use appropriate performance management tools and undertaking individual performance reviews to maximise effectiveness and efficiency of the team.
- Create a working environment that drives performance-based culture and an engaged team.
- Leads a team-based approach in anticipating and managing customer needs.
- 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.

Requirements

- The work location is in Kandy and will require the candidate to be located in Kandy.
- 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 will 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.