

Job Advert Details

Why join us? (Overview of Dept./Function)

GHCS is an equal opportunity provider committed to building a culture where all employees are valued, respected and where 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. We encourage applications from all suitably qualified persons with required experience, irrespective of known differences. We consider all applications based on merit and suitability to the role.

The Opportunity: (Brief Overview of the Role)

- To execute operational activities and support of all Core banking systems/platforms or as allocated to ensure robust operational efficiency and effectiveness at Global HUB & Core Banking Support (GHCS) and to deliver excellent Customer Service to all business partners across the group.
- GHCS provides first line support which includes, All Core banking systems/platforms related manager functions, UAM activities, Core banking system functionality support, data extraction, global projects while providing, standing data table management and core holiday table management under custodian support to the group.
- Deliver an efficient, high quality service within Service Level Agreements. Also ensure that areas of operational risks are identified, monitored and escalated effectively to enable business continuity.
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What you'll do: (List out Key Responsibilities)

Impact on the Business/Function

- Ensure compliance with HSBC Group company policies and procedures, including regulatory requirements. The term 'compliance' embraces all relevant laws, rules and codes with which the business has to comply within Sri Lanka and in relation to the countries migrating work with the GSC.
- Ensure that the all Core banking systems /platform functions are performed in line with BIM Vol 2 – Administration, Control and Retail Banking Operations and MI is released in accordance with the group standards on information security procedures and policies.
- Act as custodian for all Core banking systems /platform standing data table maintenances, recording usage and issuing new codes when requested and be responsible for approving key attributes in consultation with relevant regional/Global teams.
- Investigate and respond to functionality problems, manage set up of parameters in Core banking systems /platforms, maintain standing data (SD) tables to ensure expected results to support business requirements.
- Proactively update and enhance knowledge in all Core banking systems /platforms for the team and users by effective contribution via different forums and HUBnet.
- Demonstrate a high degree of analytical skills to ensure business problems are questioned, understood and the solutions proposed/suggested are cost effective and timely.

Customers / Stakeholders

- To provide excellent customer service by ensuring the responses are accurate, meaningful and contain relevant and constructive information; assisting in establishing robust processes and that these processes operate efficiently and effectively, while maintaining the agreed SLA/PLA.
- To assume responsibility for the relevant process/function and operational integrity of the team by ensuring that all operations are handled in accordance with procedures and that the Management Team fully understands the operational and financial risks associated with the service provided.
- Proactively follow up to understand record and distribute (via communication tools) knowledge on local level differences (local PPCR's/amendments etc) issues.
- Ensure customer satisfaction levels are met and recommend action plans to improve satisfaction levels.
- Ensure effective and appropriate updating of MI, which fully and accurately represents achievement of key business deliverables.
- Provide assistance in analyzing the viability of new requests and provide options and sustainable solutions to the business that meets business requirements, which is align with Information technology strategy and maximize reuse opportunities.
- Subject matter expertise to business partners on system related improvement ideas and income generating or cost saving opportunities that could be explored to increase business profitability which is in line with the business objectives.
- Promoting potential project initiatives to business partners/stakeholders to create greater opportunities.
- Work closely with business users to develop test scripts / plans, ensure quality testing is conducted, successful integration and deployment takes place.

Preparation of training materials such as presentations, walkthrough & other forms of information databases to conduct training programs for business users across the group.

Leadership & Teamwork

- By proactively seeking opportunities to improve knowledge in all Core banking systems /platforms, and skills both of self and of the team. This is will be done by keeping abreast of changes to systems and reading updates on HUBnet.
- By delivering high standard of Customer service and continuously raising the benchmarks for service.
- Motivate the team to gain multi skills across different functions and support actively by identifying opportunities and leading initiatives to develop a multi skill team.
- Complete progress updates on performance and development plans within agreed timescales and actively seeks feedback from management.
- Proactively seek regular and effective communication of Group initiatives, policies and other activities to the teams in order to stay abreast of the changes in the Group.
- Using of industry level standards, techniques to develop projects and for effective management of the projects such as time, cost & human resource.

Operational Effectiveness & Control

- Maintain agreed levels for productivity, quality and learning curve with business units.
- Ensure that issues/problems are fully analyzed and resolved within reasonable time scales. Appropriate action is taken to prevent recurrence where necessary. Major issues identified and recorded / reported appropriately.
- By effective communication with superiors and peers, ensure that optimum use of resource is made across GHCS and contribute to achieve an effective cross functional -training plan.
- Value addition to the business by providing business driven consultancy, giving information about potential technology solutions, costs and time scales to enable the business management team to make informed choices about their investments in IT solution.
- Preparing documents of functional specifications which are implemented on production and documenting same for future reference.
- Conducting feasibility studies and producing feasibility reports giving recommendations on scope of system enhancements.
- Developing test cases and evaluating its results and finally working with the business on UAT to implement the changes in production environment.
- Ensuring exception/audit reports are checked on a daily basis and duly informed to the stakeholders.
- Contribute to review initial project documents
- Information elicitation and requirement gathering from all project relevant stakeholders, SMEs and development teams.
- Translate business requirements into system requirements using the appropriate terminology to facilitate the progression of a project through elaboration and definition.
- Articulate and identify nonfunctional requirements.
- Evaluation of impact and risks to business processes, banks systems and regulatory compliance.
- Analyzing and confirming clear choices, User requirements to provide HUB related inputs, thus ensuring a meaningful document is created for the project team to progress.

Qualifications

What you will need to succeed in the role: (Minimum Qualification and Skills Required)

- Minimum 5 years' experience in a HUB environment and excellent internal/external customer service experience.
- Mandatory experience/knowledge in HSBC payments and finance support.
- Ability to self-direct and self-motivate in an ever-changing environment.
- Ability to understand and follow Group risk management policies
- Experience in project work.
- Experience in working in system projects.
- Ability to learn new systems within a short period of time.
- Proven team player.

Want to apply?

- All applicants must have successfully completed their probation period
- Exceptions to the above need to be signed off by Head of HR with the recommendation of the respective VP/Function Head.
- All applicants must have a minimum performance rating of Good and behavior rating of Good in the last year end appraisal
- All applicants should have served at least 18 months in their current functional role and department
- Applicant should inform their Line Manager prior to applying
- Application form should be submitted on CareerLink along with their updated CV
- All the completed applications should be submitted on CareerLink by 11:59 PM on the closing date
- Applicant should not been previously declined for the same position within the last 6 months on the date of submission of their application
- Applicant should not been on ANY form of Corrective Action within the last 6 months from the date of application and the time of selection
- 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 individual in the pipeline rest with the business head concerned
- 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.