

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 Staff Officer Corporate Mortgages.

Principal Responsibilities

- Governance Oversight on centralized Wholesale Banking Collateral Management for Sri Lanka and Maldives customers.
- Providing operational support for the centralized Collateral Perfection to Coverage Team by adhering to challenging Turnaround Times (TAT) / Service Level agreements (SLAs).
- Ensuring Collateral Policy Guidelines are met and providing excellent customer service to Corporate Relationship Managers.
- Independent engagement with Sri Lanka Legal team and Panel Law firms in Sri Lanka and Maldives and Independent engagement with External Valuation Service Providers in Sri Lanka and Maldives.
- Consultation and excellent collaboration with Wholesale Credit Risk team, Business Management team, Relationship Managers and Group Service Centre counterparts in completion of given tasks.
- Management of Security Tracker in line with the stipulated guidelines and within agreed SLAs.
- Implementation of Change /Reviewing of Business as usual controls /best practice implementation, liaising with Subject matter expertise and leads in the Region.
- Ensuring remedial measures are put in place for Audit / control lapses.
- Project Management and Looking at improving end to end customer journeys.
- Adopting to change management and facing new challengers.

Requirements

- Excellent knowledge and previous experience in managing Collateral perfection and Credit and Lending Operation.
- Sound knowledge on Credit Operations.
- Excellent interpersonal skills and ability to interact and build relationships and manage conversations with senior internal and external stakeholders.
- Be able to demonstrate a high level of leadership skills and ability to take decisions and managing independently.
- Strong awareness and understanding of controls and operational risk environment.
- Proven experience of positive and challenging interactions with both internal and external stakeholders.
- Possess excellent communication skills, both verbal and written with ability to build relationships by communicating and influencing effectively.
- Strong business, economy and commercial awareness
- Sound knowledge in excel.

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.