

Why Join us

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HSBC is one of the largest banking and financial services organizations in the world, with operations in 64 countries and territories. We aim to be where the growth is, enabling businesses to thrive and economies to prosper, and, ultimately, helping people to fulfil their hopes and realize their ambitions.

We are currently seeking an experienced professional to join our team in the role of Assistant Vice President – HR Advisory.

Department Overview:

The HR Advisory team supports the business in the achievement of their strategic goals through the effective management and performance of its staff by ensuring that managers have the confidence to lead their teams with confidence and integrity.

HR Customer Experience & Advisory is part of the HR operational function and is responsible for the employee service proposition on a global basis.

The Advisory Teams within HR are actively engaged in maintaining high standards of operational activity throughout the year, (BAU) as well as researching and implementing the changes necessary to support the ongoing transformation of HR.

Responsibilities:

- This role in the HR Advisory team will support the business managers within Malaysia GSC, hence it is essential that the applicant has an in-depth knowledge of HR processes and a good understanding of employment laws associated with managing disciplinary, capability, grievance and performance management.
- Help people managers and employees navigate complex people challenges across the spectrum of HR Services with coaching and advice to help resolve the challenges.
- Handle employee grievances and ensure robust investigations where required, by adopting to the existing investigation framework and mandatory tools as appropriate.
- Liaise with company legal team for resolution of legal aspects of people related matters.
- Provide advice and guidance through a range of channels, e.g., case management tools and telephone, balancing face to face / virtual contact as necessary.
- Manage relationships and co-ordinate support for enquiries that touch multiple areas of HR, this may involve co-ordinating with multiple HR specialists to resolve complex people issues.
- Support complex interpretation of policy and procedures and provide oversight of some complex events which need higher touch handling (e.g., redundancy programme) working with the HR Business Partner, HR Consultants and Specialist teams where required.
- Support the Change journey for People managers around a broad range of HR Processes. Encourage customer adoption of HR Systems and tools.
- Identify improvements to make HR services and products (and the supporting policies and processes) even better for the workforce based on data from case and knowledge management tools.
- Support HR activities as defined by the HRA Catalogue

Qualifications

Qualifications & skills required:

- Qualifications in Human Resources or relevant field
- HR Experience of 8-10 years, with sound Employee Relations experience (4-6 years)
- Sound knowledge of Country labor legislations and employment law associated with managing disciplinary, capability, grievance and performance is required.
- Ability to apply risk-based thinking to decisions to support business decision making.
- Practical experience gained in one or more of Employee Relations, Performance management, Reward, employee lifecycle management.
- Ability to identify emerging trends, interpret data and draw insights.
- Understanding of the risks associated with managing transformation projects.
- Excellent communication and interpersonal skills, with ability to maintain effective working relationships with teams, peers, senior management and business stakeholders.
- Good understanding and knowledge of MS office (Excel, PowerPoint)

Want to Apply?

- All applicants must have successfully completed their probation period (Internal only)
- All applicants must have a minimum performance rating of Good and behavior rating of Good in the last year end appraisal (Internal only)
- All applicants should have served at least 18 months in their current functional role and department(Internal only)
- Applicant should inform their Line Manager prior to applying (Internal only)
- 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 & the time of selection.(Internal only)
- Applicant should not been on ANY form of Corrective Action within the last 6 months from the date of application (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 individual in the pipeline rest with the business head concerned (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. (Internal only)