

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

Global Service Delivery is a business-aligned, customer-servicing organization with the primary objective of driving operational excellence across our businesses worldwide. Achieving this through the consolidation, simplification and continuous improvement of processes across the full range of HSBC operations, the division simultaneously takes responsibility for managing operational, location and processing risk and ensuring that services provided are at a best-in-class price point for the required quality level.

## The Opportunity: (Brief Overview of the Role)

Coach, motivate and lead an experienced, diverse and complex contact centre team to deliver excellent customer service and sales propositions to a wide range of HSBC RBWM local and international customers whilst ensuring the cost effectiveness of the operation. Support operational delivery of the contact centre. Fully Accountable for the level of service provided to our customers through contact centre teams. Delivered by establishing and maintaining a robust operational, financial and risk management infrastructure which will minimize cost and protect the HSBC brand reputation and delivering scorecard measures.

## What you'll do: (List out Key Responsibilities)

- Take accountability for the performance of highly complex contact centre teams in all that they do, contributing to the successful delivery of 'Best in Class' standards whilst remaining within key operational performance parameters (service, sales and operational targets).
- Understand key Business Intelligence Data and be able to translate into collective and individual team performance proactively driving sales, service and efficiencies
- Lead complex and senior contact centre teams who deliver outstanding customer service and sales propositions. Wins new and lasting customer relationships
- Develop and implement actionable plans around people capability that are aligned with HSBC's business strategies and drives change in people capability in order to differentiate HSBC and its brand from competitors.
- Implements agreed action plans from Customer Service feedback
- Provides feedback and proposals to peers Senior Managers including head of contact centre on centre performance and progress
- Conducts second level new hire interviews as required
- Full accountability for the leadership, coaching, objective setting, performance and absence management of 8 or more Team Managers ensuring they deliver outstanding customer service through their teams and achieve balanced scorecard.
- Through pro-active coaching, feedback and other development interventions help build your Team Manager capabilities, ensuring talent is recognized and underperformance is managed appropriately
- Conduct value-adding monthly 1:1's, mid-year and year-end performance reviews, meeting all GPM requirements
- Knowledge of Group compliance, Operational Risk and SOX (Sarbanes- Oxley Requirements) for RBWM Centres
- Coordinates findings and resolutions of HSBC internal control audits
- Coordinates awareness programs and completion of all elements of Operational Risk associated with the role in compliance to SOX for contact centres
- Conducts audit the auditor duties within the contact centre as required

## Qualifications

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

- Bachelor Degree in Business or related field desired but not necessary dependent upon prevailing market conditions
- At least 5 years of relevant Management experience in financial services and/or call centre operations is required
- Experience in financial products, high volume processing center operations, contact center operations, quality and production management, performance and process engineering
- Relationship Management, Operational Risk Management, Analytics, Performance Management, Service Excellence and Customer Experience Focus
- Excellent interpersonal, oral and written communication skills required.
- Proven strong leadership, motivational, analytical, planning communications, organizational, problem-solving, managerial, project management and customer service skills.
- A high level of EQ coupled with the ability to set clear stretching goals for others and inspire them to achieve
- Thorough understanding of the contact center concept and its importance in maintaining and expanding account relationships.
- Problem solving and Decision making skills – PSDM with an ability to respond quickly and communicate effective remedial plans if need be.
- Experience of coaching, mentoring, developing direct reports and peers effectively using motivation skills
- Computer literacy (word processing, spreadsheets and database applications)
- Experience in preparing and delivering presentations to employees at all levels
- Must be well organized, demonstrate initiative, and able to manage multiple projects.
- Ability to adapt in a dynamic and fast-paced environment with a passion for developing a culture of empowerment
- Maintain document control and data integrity
- A passion for delivering the operational balanced scorecard through engaged, empowered, well trained people
- Proficient in English and local language

## Want to Apply?

- All applicants must have successfully completed their probation period
- 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 & the time of selection.
- Applicant should not been on ANY form of Corrective Action within the last 6 months from the date of application
- 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.