**JOB DESCRIPTION-**

**Global Service Delivery**

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.

**Purpose of Department**

·         This role leads the site COBS operations with support from AVP, managers, supervisors and operational specialists.

·         Key part of role is to ensure productivity of team and management of workload, escalating issues and working with Head of COBS, VP Business Support, AVP quality and other SMEs.

·         Critical to exhibit teamwork with other sites to permit a seamless handling of quality COBS activity in eyes of business partners

·         Responsible to implement effective controls to ensure adherence to procedures & other Business specific regulations.

·         To Identify, help design and Implement & On-going process improvement initiatives to drive performance on quality, efficiency, cost, and risk-related targets

**Principal Accountabilities:**

**Impact on the Business**

·         Maintain strong operational and process management disciplines with in the offshore business teams to ensure consistency in meeting / exceeding the agreed service standards.

·         Building greater efficiency through higher accuracy of service delivery such that % increase in volume can be managed with lower % increases in resources.

·         Identify re-engineering and alignment processes and implement to introduce controls across processes/ systems to improve efficiency, in turn reducing cycle time and improve consistency / quality globally.

·         Participate, contribute and help implement all aspects of Projects, Process, Process Improvements (whether Strategic, Technology or those arising locally).

·         Act as a point of escalation for any complaints, giving advice and consultation as to how to work through the issue at hand and resolve the complaint in an acceptable way.

·         Establish an effective alert management governance forum in coordination with the onshore teams to proactively manage system outages, changes to parameters , market initiatives and seasonal fluctuations

·         Work with other Site Heads of COBS to influence the culture within their business in order to put the customer and regulators at the center of their business and implement business strategies.

·         Help the head of COBS implement the TOM for Compliance Operations. Actively contribute to any projects within COBS, lead any COBS project that have been assigned by the head of COBS that will strategic align the business service to regulatory requirements.

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**Customers / Stakeholders**

·         Establish and maintain strong relationships with business units / managers for managing day-to-day business.

·         Deliver to agreed PLA parameters for all internal and external customer groups

·         Timely escalation and communication of any identified issues while on-boarding or maintaining data

·         Develop a volume forecasting model to ensure that COBS is resourced to process any volume changes with minimal over time.

·         The role holder is responsible for undertaking MI reviews of error trend analysis and implement corrective actions.

·         Sharing relevant MI metrics with onshore teams via the monthly updates and utilse the RM model to discuss forward looking strategic updates.

**Leadership & Teamwork**

·         Understands and translates Group Strategy into immediate business/ function and align direction for teams.

·         Setting world class standards and embeds them into immediate teams.

·         Leads from the front by courageously setting and executing stretching goals for immediate teams.

·         Authentically engages a diverse group of stake holders to deliver at pace.

·         Makes considered decisions that protect and enhance HSBC values , reputation and business

**Operational Effectiveness & Control**

·         Monitoring the control environment, work flow and management information tools for compliance, accuracy and completeness.

·         Understand, follow and demonstrate compliance with all relevant internal and external rules, regulations and procedures that apply to the conduct of the business in which you are involved, specifically Internal Controls and any Compliance policy including inter alia, the Group Compliance Policy

·         Be aware of the Operational Risk scenario associated with your role and act in a manner that takes account of Operational Risk Considerations .

·         Maintain HSBC Internal Control Standards, including the timely implementation of internal and external audit points together with any issues raised by external regulators.

·         Set up effective mechanisms to identify local controls that cover off regulatory, mandatory, & compelling business case so that solutions are put in place with ease and ensures that we do not expose the Group to reputational or fraudulent risk.

·         Ensure Management Self-Identified Issues are highlighted and resolved in a timely manner.

**Major Challenges**

·         The processes are prone to regulatory violations and scrutiny. Need to have tight controls and MIS in place to ensure that all operational loss events are reported.

·         Ability to work in a dynamic environment and implement changes and controls within a short duration.

·         Able to manage increasing workloads and/or escalate and effectively marshall support to handle

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**Role Context**

·         The Vice President, will be responsible for implementing the streamlining all operational aspects, includes planning efforts, program development and enhancements, financial planning and analysis, metrics and reporting, shared services relationship management, contracting, compliance and process improvement for his/her site to ensure the brand is performing at optimal levels.

·         This role holder will work with the operations team and processes for Global Service Delivery to leverage resources in their delivery efforts. The role holder will take ownership of all operational, compliance, regulatory and key business metrics that identify successes and opportunities for the business service

**Management of Risk**

·         To implement the Group compliance policy locally by containing compliance risk in liaison with the Head of Group Compliance, Global Business Compliance Officer, Area Compliance Officer or Local Compliance Officer, ensuring adequate compliance resources and training, fostering a compliance culture and optimizing relations with regulators

**Observation of Internal Controls**

·         Maintains HSBC internal control standards, including timely implementation of internal and external audit points together with any issues raised by external regulators.

**Qualifications**

**Skills/Experience Required**

·         Graduate in any discipline with strong academic background

·         Overall 10 years of operations management experience.

·         Proven ability to prioritize in challenging situations and competing demands.

·         Strong commercial and financial management experience with a proven track record in a service company type model.

·         Able to deal with and constructively resolve conflicting views and where necessary, escalate to senior management in a clear and succinct manner.

·         Well-developed negotiation and interpersonal skills.

·         Be change oriented and able to cope with pressure and tight deadlines in a dynamic environment. Able to understand, consolidate diverse and complex business information and identify / mitigate risk issues