

HSBC Technology & Services

Group Entity:	GSC Hyderabad HSBC Electronic Data Processing India Pvt. Ltd.	Role Profile Date:	
Role Title	Manager Operations	GHRIS Job Code:	
New or Existing Role? <input type="checkbox"/> New <input checked="" type="checkbox"/> Existing			
Role Holder's Name (<i>for more than one, note "multiple"</i>)		Current Global Career Band:	6
		Proposed Global Career Band:	6
Line Manager's Name & Role Title (<i>plus Functional reporting lines, if any</i>)			
Assistant Vice President Operations\ Vice President Operations			
Business/Function & Location: (Country/Department)	HTS/Service Delivery/India		
Role Purpose (<i>overall high level summary of the role</i>)			
<ul style="list-style-type: none"> Lead a team of Assistant Manager Operations/Assistant Manager Individual Contributors to deliver excellent service both to internal and external customers Focus on the management of queues, liaising with team leaders in ensuring adequate resource is allocated to each queue and relevant Service Level Agreements (SLA) are met Provide leadership and support to the facing functions in Hyderabad, maximizing the quality of Hyderabad resources, motivating, coaching and supporting a wide staff base. Lead and develop a continuous improvement mindset within the team, recognizing and acting on the opinions of key team members and ensuring alignment to the requirements Ownership of the responsibilities of entire team with respect to service delivery Ensure all compliance and audit requirements are met Retention of knowledge and developing cross knowledge base Goal driven performance group policies and procedures management. Also needs to generate new and innovative ways of resolving problems Responsible for ensuring that all the relevant process related control points are adhered by the team, perform checks as required for overall control of the process Act as trouble shooter in case of issues related to process affecting the SLA and also in terms of process obstacles encountered by team Identify and escalate potential issues/bottlenecks in the process and strive towards its resolution Responsible for smooth migrations of processes from business partners/other sites Must be aware of the Operational Risk scenario associated with this role and to ensure that all actions performed take into account the likelihood of operational risk occurring Ensure effective resource management for both existing processes and new business. In coordination with HR actively participate and contribute in recruitment Second level of customer escalation as and when the need arises Drive business change in a dynamic environment. Analyze business trends, establish volume forecasting and plan for effective capacity / resource utilization 			
Principal Accountabilities: Key activities and decision making areas		Typical Targets and Measures	
Impact on the Business/Function			
<ul style="list-style-type: none"> Manage the team by balancing work against resources by effective capacity planning and resource management Ensure clear lines of communication are maintained between all members of the department, ensuring that major changes within the Bank which may impact individuals or the team are cascaded 		<ul style="list-style-type: none"> Achievement of agreed Quality and Productivity standards Meeting agreed Service Level Agreements (SLA) No breaches of regulatory timescales Achievement of agreed Quality and Productivity standards, using MI Holdover maintained within agreed Service Level Agreements (SLA) No breaches of regulatory timescales 	

<ul style="list-style-type: none"> • Manage the team by balancing work against resource to ensure all complaints are dealt with effectively and professionally by whichever method the complainant chooses to contact the bank • Ensure clear lines of communication are maintained between all members of the department, ensuring that major changes within the Bank which may impact individuals or the team are cascaded 	
<p><u>Customers / Stakeholders</u></p> <ul style="list-style-type: none"> • Identify product/service/process related trends / deficiencies, where action to change may be required • Deal effectively and professionally with both general/specific requests for advice and guidance from anywhere within the HSBC Group • To ensure the fair treatment of our customers is at the heart of everything we do, both personally and as an organisation. 	<ul style="list-style-type: none"> • Promote use of Six Sigma / Lean • Act as point of contact for complex queries within the team • By consistently displaying the behaviors required to support HSBC values and business ethics
<p><u>Leadership & Teamwork</u></p> <ul style="list-style-type: none"> • Act as a role model for the values and principles of Purchasing, leading and motivating local teams to the same. • Lead team to meet the requirements of their Category team counterparts aligned and located in the BP. • Lead and motivate direct reports by example through a detailed understanding of the environment and purpose of the Hyderabad team in support of the BP. • Manage the team by balancing work against resource to ensure all complaints are dealt with effectively and professionally by whichever method the complainant chooses to contact the bank • To be effective in influencing a professional and efficient team image in pursuit of the improvement of Customer Experience 	<ul style="list-style-type: none"> • Regular team meetings – daily/weekly/monthly • Embrace, participate and contribute to the delivery of change • Leadership in projects • Understand and ensure direct reports understand the need for performance management • Measurement of team and individual performance standards using associated MI • Performance reviews and 1:1 reviews delivered in a timely and constructive manner with relevant guidance given and with emphasis on motivation and staff development • Engagement Action plan including focus group feedback
<p><u>Operational Effectiveness & Control</u></p> <ul style="list-style-type: none"> • To continually reassess the operational risks associated with the role and inherent in the business, taking account of changing economic or market conditions, legal and regulatory requirements, operating procedures and practices, management restructurings, and the impact of new technology • To implement the Group Compliance Policy by containing compliance risk in conjunction with the relevant compliance department. The term ‘compliance’ embraces all relevant financial services laws, rules and codes with which the business has to comply • To adhere to and be able to demonstrate adherence to internal controls 	<ul style="list-style-type: none"> • By ensuring all actions take account of the likelihood of operational risk occurring • By addressing any areas of concern in conjunction with line management and/or the appropriate department • By adhering to all relevant processes/procedures and by liaising with Compliance department about new business initiatives at the earliest opportunity <ul style="list-style-type: none"> • By adherence to all relevant procedures, keeping appropriate records and, where appropriate, by the timely implementation of internal and external audit points, including issues raised by external regulators

Management of Risk *(Operational Risk / FIM requirements)*

- To abide by the Group Compliance Policy by containing compliance risk in conjunction with the relevant Compliance Department. The term compliance embraces all relevant laws, rules and codes with which the business has to comply.
- To continually re-assess the operational risks inherent in the business, taking account of changing economic or market conditions, legal and regulatory requirements, operating procedures, management restructures, and the impact of new technology in conjunction with the donor Group companies.

Observation of Internal Controls *(Compliance Policy / FIM requirements)*

- To maintain HSBC internal control standards, including the timely implementation of internal and external audit points together with any issues raised by external regulators

Headcount reporting to this role	Direct:		Indirect:		Total:	
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Knowledge & Experience / Qualifications *(For the role – not the role holder. Minimum requirements of the role.)*

- Minimum total work experience of 6-7 years with about 4-5 years of people management experience
- Relevant experience in Banking/Financial Services Industry
- MBA from a reputed institute
- Excellent communication skills both verbal and written to enable effective communication at senior levels
- Effective negotiaton skills
- Ability to maintain working relationships with colleagues at various levels
- Possess excellent analytical skills.
- Possess business and commercial awareness.
- Graduation in any stream.
- Well versed with MS office application.

Interested candidates may send email to “haseebakhter@ibsindia.org”