

HSBC Technology & Services

Group Entity:	GSC Hyderabad HSBC Electronic Data Processing India Pvt. Ltd.	Role Profile Date:	
Role Title	Assistant 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:	7
		Proposed Global Career Band:	7
Line Manager's Name & Role Title (<i>plus Functional reporting lines, if any</i>)			
Manager/ Assistant Vice President Operations			
Business/Function & Location: (<i>Country/Department</i>)	HTS/Service Delivery/India		
Role Purpose (<i>overall high level summary of the role</i>)			
<ul style="list-style-type: none"> Manager 10-15 Customer Service Executives Evaluate training needs and plan for the team Understand the processes' functions and objectives irrespective of Business Areas Understand Management Information requirements and produce / analyse MI reports for Management. Create Supporting Templates and prepare guidelines for Operations to use. Prepare and Update Emergency Escalation Plan for Operations Teams. Create and implement Leave Planner to Operation Teams and Compile Operation Teams' Leave Provide leadership and customer service to all, both top and lower Management, consistent with Group and Company policies and standards. Leading a cohesive team, working in a supportive team environment driven by people centric values. Provide support for any ad-hoc project to the Head of Operations and Operation teams for any work involving collation, analysis, forecasting and budgeting relating to Operational data Maintain exceptionally high customer service standards and strive to constantly meet and exceed highly challenging PLA parameters Goal Oriented. Need to generate new and innovative ways of resolving problems. Provide timely and effective feedback on performance against job objectives. Ensure the performance of the team is in sync with the set business targets. Plan for effective utilization of resources. Meet the needs and expectations of customers by ensuring that escalations and complaints are handled in a timely and appropriate manner. Develop cohesive teams and foster staff development. Facilitate continuous improvement through the identification, implementation and sharing of best practice in conjunction with peers and line management. Should be result oriented and flexible to changes. Build professional relationships with colleagues in other areas Effectively coach team members to enhance customer experience Exhibit ownership of the business. Effectively handle and address initial disciplinary and grievance cases referred by the line as per HR policy and procedures. Ensure adherence to audit and compliance requirements. Create awareness and manage operational risk, including its identification, assessment, mitigation and controls, loss identification and reporting in accordance with the Operational Risk Management Framework 			
Principal Accountabilities: Key activities and decision making areas	Typical Targets and Measures		
<u>Impact on the Business/Function</u>	<ul style="list-style-type: none"> Effectively manage implementation of reporting tools and guidelines for all processes, identifying and escalating issues for resolution as appropriate. Provide guidance and coaching to AMOs and MOs on utilisation of the reporting tools and templates Work is organised and completed within agreed timescales, in accordance with procedures. Work is distributed / duties allocated between individuals in accordance 		

	<p>with their experience / ability / PLA requirements.</p> <ul style="list-style-type: none"> • Optimum use of production hours including effective use of surplus hours, where ever applicable. Production percentage is maintained as per the target set Issues / problems are fully analysed and resolved or escalated. Appropriate action is taken to prevent recurrence. • Levels of quality to be maintained at specified levels (against audited volumes) are monitored in each process and action plans are put in place to continually improve those levels. • Leave plans are in place and adhered to. • Sickness leave / unplanned leaves of team do not exceed the targets set. • Ensure effective workflow management in order to meet timelines and quality levels, checking and maintaining effective resource utilisation at all times. • Ensure team member adheres to the Company's requirements including but not limited to Data Protection Act, Premises Security, Compliance issues / requirements. • Identify ways for improving service / adding value / reducing costs in line with business goals.
<p><u>Customers / Stakeholders</u></p>	<ul style="list-style-type: none"> • All customer feedback (compliments and complaints) is considered and appropriate actions are taken to address any issues. • Enhance product and business knowledge relating to customers and processes. • Drive rigorous and Customer centric Quality. • Campaigns and initiatives to increase Quality awareness in the team. • Recognize, reward and set high internal service excellence benchmarks to ensure customer delight. • Problem situations are proactively identified, resolved and escalated to give maximum customer satisfaction. Appropriate measures are taken to improve quality and prevent recurrence. • Situations are resolved effectively retaining goodwill of customer. Customers are kept fully informed of progress. • Updates and procedural changes obtained and cascaded / recorded. • Enhance systems and business knowledge relating to customers / processes and cascade to teams

<p><u>Leadership & Teamwork</u></p>	<ul style="list-style-type: none"> • Lead & motivate team to ensure a balance between Task, Team and Individual is maintained at all levels and ensure the team works in a cohesive manner and meets business objectives. • Ensure all executives have training and personal development plans in place. • Develop the individual in the team through on going coaching based on their developmental needs. • Use the rewards & recognition process for teams and individuals to inspire performance, maintain motivation and encourage teamwork • Create an environment that encourages retention and ensure attrition meets years on year target. • Be aware of issues within the team and resolve or escalate in appropriate and timely manner. • Ensure feedback is given to the team constructively and positively. • Create robust team environment where skills and knowledge openly shared to achieve team and business goals. • Development plan created and reviewed. Teams are regularly briefed and trained on any developments. • Knowledge and experience are shared with teams, providing assistance on referred / technical issues. • Be aware of issues within teams and resolve or escalate in appropriate and timely manner. • Identify strength / weakness of teams in order to develop them. • Share knowledge, best practice and experience with colleagues at all levels to ensure they achieve their goals and business objectives. • Guide and provide feedback to staff on their development and ways of improvement that could enhance personal skills and knowledge to meet business objectives • Plan and discuss with staff on career development plan • Actively support team and community activities and proactively promote HDPI family ethos and HSBC in the community.
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<p><u>Operational Effectiveness & Control</u></p>	<ul style="list-style-type: none"> • Maintain HSBC internal control standards, including the timely implementation of internal and external audit points together with any issues raised by external regulators • Continuously manage operational risk, including its identification, assessment, mitigation and controls, loss identification and reporting in accordance with the Operational Risk Management Framework • To implement the Group Compliance Policy as applicable to your role. The term "compliance" embraces all relevant laws, rules and codes with which the business has to comply • Effective performance evaluation and management • Management information, other required data and communication are completed accurately and supporting statistics / reports / returns are presented within agreed timescales • Issues / problems are investigated or resolved immediately or escalated to Line Manager
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Management of Risk *(Operational Risk / FIM requirements)*

The jobholder will also 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.

This will be achieved by ensuring all actions take account of the likelihood of operational risk occurring. Also by addressing any areas of concern in conjunction with line management and/or the appropriate department.

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

The jobholder will also adhere to and be able to demonstrate adherence to internal controls. This will be achieved 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.

The jobholder will implement the Group compliance policy by containing compliance risk in liaison with Global Head of Compliance, Global Compliance Officer, Area Compliance Officer or Local Compliance Officer. The term 'compliance' embraces all relevant financial services laws, rules and codes with which the business has to comply.

This will be achieved by adhering to all relevant processes/procedures and by liaising with Compliance department about new business initiatives at the earliest opportunity. Also and when applicable, by ensuring adequate resources are in place and training is provided, fostering a compliance culture and optimising relations with 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 4-5 years with about 2-3 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
- 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”