

Job Advert Details

Some careers have more impact than others.

If you are looking for a role where you can continue to make an impression, take the next step at HSBC where your contributions will always be valued.

In Wealth and Personal Banking, we serve 41 million customers globally, including 6.7 million who are international, from retail customers to ultra-high net worth individuals and their families. We help our customers to take care of their day-to-day finances and to manage, protect and grow their wealth. Our international network and breadth of expertise enable us to deliver on HSBC's purpose of opening a world of opportunity by providing our customers with borderless banking and world-class wealth management through best-in-class, mobile-first capabilities, and exceptional people. Our key areas of operations include Retail Banking and Wealth Management, Asset Management, Global Private Banking, Insurance, and Chief Operating Office.

No. of Positions – 02

We are currently seeking an experienced professional to join our team in the role of Branch Operations Officer.

Principal Responsibilities

- Maintain and improve the delivery of superior customer service by actively driving operational performance.
- Manage a team and efficiently meet the turnaround time on all Premier processing requests.
- Flexibility of working from regularly varying locations to meet business needs & to support the branch network as a relief officer while maintaining and improving the delivery of superior customer service by actively driving channel's operational performance.
- Build and maintain good working relationships with stakeholders and support the development of a cohesive team.
- Follow audit procedures, compliance policies and guidelines in order to avoid all potential risks while proactively seek out opportunities to reduce costs and improve operational efficiency and thinking out of the box and proactively drive process streamlining, digitization and transformation initiatives in the channel.
- Contribute to a positive and open working environment.
- Proactively seek out opportunities to reduce costs and improve operational efficiency.
- Ability to think out of the box and proactively drive process streamlining, digitization and transformation initiatives in the branch network.

Requirements

- Applicable for employees based in HSBC Sri Lanka.
- A good knowledge on Regulatory products.
- Maintain high level of accuracy and efficiency in tasks undertaken.
- Excellent communication and interpersonal skills.
- Be able to work independently under pressure.
- Ability to manage time efficiently to meet demanding stakeholder expectations.
- A proven track record of learning fast and being a great team player.

When applying please submit a full resume.

You will achieve more at HSBC.

HSBC is committed to building a culture where all employees are valued, respected and opinions count. We take pride in providing a workplace that fosters continuous professional development, flexible working, and opportunities to grow within an inclusive and diverse environment. Personal data held by the Bank relating to employment applications will be used in accordance with our Privacy Statement, which is available on our website.