

Job Advert Details

Some careers have more impact than others.

If you're 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.

Operations, Services and Technology is a pivotal part of the Group, providing essential operational and technical support to our global businesses and helping improve customer service and efficiency. Operations, Services and Technology combines global expertise and technology to help keep us ahead of the competition.

We are currently seeking an experienced professional to join our team in the role of Business Analysis, Simplification and Streamlining Manager.

Principal Responsibilities

- Improve efficiency through the execution of simplification, streamlining, digitization and automation initiatives keeping in mind the customer impact with focus on customer benefits and to support business growth.
- Work in liaison with Global Businesses, Global Functions and DBS stakeholders to understand local execution strategies, regulatory priorities, and implementation plans in terms of demand, capacity, and funding.
- Identify and implement process improvement initiatives to contribute to efficiency, cost savings revenue enhancement and customer experience improvement.
- Oversight and management of projects and key strategic programmes for the market, including cost reduction initiatives, and key global/ local Business and Functions Transformation programmes/ projects through effective prioritization, sequencing and execution of growth, efficiency and risk whilst fulfilling HSBCs environmental ambitions (where applicable).
- Drive and implement Projects/Systems initiated from/ Handed over by region to improve Customer Journeys.
- Drive use of available platforms to ensure that ideas are added, tracked, and implemented.
- Collaborate and co-ordinate with global, regional and country teams across functional boundaries, and deliver successful projects including the reporting of project costs, benefits and providing progress updates to relevant forums.
- Provide subject matter expertise in Agile, Lean, and other continuous improvement practices and embed a culture of continuous improvement and agile mind-set by providing coaching and training to different areas of the organization.
- Apply internal and external market management information and benchmarks to identify opportunities to improve performance, practices, and customer service focused on pursuing continuous improvement and business innovation.

Requirements

- Bachelor's degree/ professional qualification and Six sigma certification.
- Proficiency in Advance Excel, Power BI, Python, SQL, and Qlik sense will be an added advantage.
- Qualifications in Project Management and proven track record in Managing projects and agile working.
- 3- 5 years overall financial services industry knowledge with specific functional expertise.
- Extensive experience of business engineering, gathering requirements and conducting design activity.
- Exposure to business case development and a sound understanding of how design enablers underpin business benefits.
- Strong experience of delivering change into different audiences and managing implementation in banking environments.
- Effective communication (written and verbal), inter-personal and negotiating skills.
- Excellent decision making and sound judgmental skills to identify and resolve problems with proven ability to work with senior stakeholders.
- Experience of managing resources using appropriate communication, delegation and planning skills.

When applying, please submit a full resume.

You'll achieve more when you join 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.