

Job Advert Details

Why join us?

The Global Tax Operations Utility unit provides a wide variety of services associated with FATCA and CRS. CTR Reporting Operations & CTR Support Function are the two main type of service categories in GTU. FATCA validation, CRS data capture, CIC, RM attestation, CRS remediation are some of the services as provided by Reporting Operations and Governance, Training, Control framework, Mis are some of the services provided by the CTR Support Function to the HSBC Lines of Business. The service recipients (GRBWM, GCMB, GBM1 , PB, W&I, Group Tax) have an option to avail GTU services based on their geographical needs and country specific regulatory requirements.

The Opportunity:

The role encompasses several tasks involving analysis across multiple business lines, getting trained on regulatory environment, ensuring FATCA, CRS, AML Regulations, policies/procedures are maintained and adhered. One of the key objectives will be maintaining Key Performance Indicators and deliver the output based on agreed timescales. This role also involves liaising with the business partners as well as colleagues and senior onshore partners thus ensuring timely resolution of queries.

The Global Tax Operations Utility unit provides a wide variety of services associated with FATCA and CRS. Presented below is a view of the existing and new services as provided by the GTU to the HSBC Lines of Business. The services listed below are the full set of services provided by GTU. The service recipients have an option to avail GTU services based on their geographical needs and country specific regulatory requirements.

What you'll do:

- Review customer documentation to ensure customers Tax Status is accurately updated and reported ensuring compliance with applicable internal policies and procedures and external regulations.
- Ensure all data is reviewed against all Core Banking Systems, validated, and are kept up to date.
- Work on the assigned tasks / short term projects with primary focus on quality and being agile to get cross trained in other areas.
- Escalate all pending actions which are not actioned beyond the agreed timelines to resolve issues for better customer experience.
- Adhere strictly to compliance and operational risk controls in accordance with Company and Regulatory Standards, Policies and Procedures.
- Keep current with understanding of systems, policies, procedures.
- Ensure zero operational / reputational loss.
- Facilitate continuous improvement of workflow, customer service, personnel development through various initiatives like process re-engineering.
- Follow appropriate escalation matrix and proactively highlight questionable profiles to Assistant Manager of Operations.

Qualifications

What you will need to succeed in the role:

- Proven business and operational experience (E)
- Better understanding applications/ core banking systems used in the current process and LoB procedures (E)
- Good understanding of MS office and proven skills on banking platforms (E)
- Excellent communication skills (E)
- Sound knowledge of financial regulatory requirements (D)
- Team player and ability to work in a Team. (E)
- Ability to work well under pressure with high degree of accuracy (E)
- Ability to work with minimal supervision and a flexible approach to working hours and responsibilities (E)
- Self-driven (E)

What additional skills will be good to have?

- Ability to speak and understand English fluently (High Voice)
- Good computer keyboard skills and knowledge on MS Excel is an added advantage.
- Good organizational skills and ability to work with minimal supervision.
- Training will be provided following online/ classroom methods. Selected candidate is expected to learn quickly and apply knowledge appropriately.
- Self-motivated, pragmatic (sense of urgency is a must)
- Recognizes the need to escalate to management.

Want to Apply?

- All applicants must have successfully completed their probation period
- All applicants must have a minimum performance rating of Good and behavior rating of Good in the last year end appraisal
- All applicants should have served at least 18 months in their current functional role and department
- Applicant should inform their Line Manager prior to applying
- Application form should be submitted on CareerLink along with their updated CV
- All the completed applications should be submitted on CareerLink by 11:59 PM on the closing date
- Applicant should not been previously declined for the same position within the last 6 months on the date of submission of their application & the time of selection.
- Applicant should not been on ANY form of Corrective Action within the last 6 months from the date of application
- Right to work is required. Local employment rulings and restrictions will apply.
- Applicants who meet the required minimum score at the interview may be placed in a pipeline for a period of 3 months to fill any vacancies which may arise for the same position during the immediate 3 months from the IJP closure date. The final decision to place an individual in the pipeline rest with the business head concerned
- Applications of candidates who do not adhere to guidelines during any technical assessment that is conducted as part of the selection process will be disqualified and not progressed thereon.