

Job Advert Details

Why join us? (Overview of Dept./Function)

Transaction Monitoring (TM) Operations is one of the teams within Financial Crime Investigations. Transaction monitoring is a process to detect and limit potential financial crime risk exposure by analysing cases generated by TM systems for multiple Line of Business products and identifying cases with potential financial crime by:

- (i)Analysing the cases with the utilisation of internal system data sources and external sources available to establish whether the alerted activity is in line with the subject's expected behaviour where case closure is warranted if no unusual activity is identified.
- (ii)Escalating to Investigative Reporting (IR) where unusual activity is identified that warrants a financial crime investigation and potential consideration by the appropriate Money Laundering Reporting Officer (MLRO) or delegated authority as to whether a Suspicious Activity Report (SAR) or Suspicious Transaction Report (STR) is warranted.

The Opportunity: (Brief Overview of the Role)

The Senior Analyst role is responsible for conducting financial crime investigations, in accordance with the Transaction Monitoring Operations procedures, to assess where potential financial crime risk is present, assess appropriate referrals for action, as well as referral of the case, if warranted, to IR for enhanced review and regulatory filing decisions and filing. The Analyst in this role will generally work linked & non-linked cases, i.e., cases with a single or multiple source, and complex cases as indicated by number of subjects and volume of transactions.

What you'll do: (List out Key Responsibilities)

Principal Accountabilities: key activities and decision-making areas.

- Review the alerts generated by TM systems and ensure the anomalous activities are escalated appropriately in accordance with regulatory requirements where appropriate.
- Pro-actively gather intelligence from media reports and appropriate websites to identify customers of HSBC involved in crime/ML/terrorism etc. Build on their knowledge of latest Anti Money laundering trends.
- Using the systems available to review the authenticity of the transaction within each alert i.e., check the principal activities of the customer to ensuring trading patterns or transactional activities are not unusual.
- If found unusual, e.g., Transaction is out of line with the client's normal business activity to date, to enquire into the same.
- Document rationale for actions taken when investigating alerts.
- Adhere to the process requirements in accordance with established procedures and set standards.
- Complete assigned tasks independently in the established timeframe as per the process benchmarks
- Achieve the levels of productivity and quality as per the standards, agreed for the process.
- All data requirements (timesheets and process information) are accurately updated in a timely manner
- By adhering to all relevant processes/procedures and by liaising with Compliance department through Line management about new business initiatives at the earliest opportunity
- Issues / problems are effectively investigated and resolved or are appropriately referred with recommendations to the Line Manager.

Typical Targets and Measures

- Achieve and maintain quality and productivity targets as per learning curve as well as in BAU.
- Production capacity in line with SLA.
- Quality performance within QA standards.
- Report or closing summary is sufficient in scope and detail to have addressed the substantive issues and the final recommendation has a proper foundation in fact and concurs with the issues discovered during the review.

Impact on the Business/Function across the region

- Appropriate pro-active use, where appropriate, of media reports and relevant tools, including websites to gather information and identify customers of HSBC involved in financial crime, including money laundering and terrorism.
- Produce high quality case reports and summaries, including a quality narrative and with onward escalation wherever required in accordance with procedural standards.
- Identify appropriate referrals for action and effecting of such in accordance with procedural standards.
- Process agreed / assigned number of cases as per the procedural standards required and within agreed service level agreements.
- Ensure appropriate consideration given to each case as to content and quality of content/narrative.
- Determine whether the case warrants escalation to other Investigations teams or requires input from other SMEs, taking care to evaluate appropriately against relevant escalation criteria.

Typical Targets and Measures

Investigation Reports and closing summaries that demonstrate risk-based decision making, with a strong and clear supporting rationale.

Clear written records with appropriate documentations and records maintained in the case file and approved case management system per procedures.

Personal accountability of the decision made.

Customers / Stakeholders

- Provide precise and concise questions and requests of relevant supporting documents during Request for Information (RFI) process to address specific concerns while maintaining customer satisfaction.
- Appropriate assessment with the context of all gather information of responses to RFIs, seeking where appropriate, supplementary information.
- Demonstrate comprehensive knowledge and risk-based decisioning on conducting in depth investigations.
- Issues / problems are effectively investigated and resolved or are appropriately referred to appropriate stakeholders with recommendations.
- Demonstrate ways to improve investigations and increase productivity.

Typical Targets and Measures

- Proactive and timely escalation of matters requiring management / stakeholders' attention.
- Sound judgment used in raising RFIs and assessment of responses.

Leadership & Teamwork

- Ensure compliance with Regulatory, Bank Policy and Principles. Maintain records, and update case histories.
- Work effectively and professionally with teammates and colleagues across Investigations and the wider organization.
- Build on the knowledge of latest financial crime trends. Actively seeks out, shares, and encourages the adoption of best practice within and across teams.
- Act as Operations subject matter experts supporting colleagues new to the organization or the queue.

Typical Targets and Measures

- Demonstration of bank values in all behaviours.
- Ensure no gaps in covering core functions as team members are assisting each other to prioritise cases on a risk basis with minimal delay.
- Demonstrate sound knowledge of financial crime and continuous learning and sharing.

Operational Effectiveness & Control

- Ensure performance always meets the requirements of any relevant service level agreements and adheres to, Market, Regional, Group and Regulatory policies.
- Support regulatory, audit and assurance reviews as required.

Typical Targets and Measures

- Performance against Service Level Agreements and quality measurements

Qualifications

What you will need to succeed in the role: (Minimum Qualification and Skills Required)

- Graduate in any discipline.
- Knowledge of financial crime risk indicators.
- Good spoken and written communication skills with the ability to draft written summaries and communicate conclusions effectively in a clear, concise and professional manner.
- Good critical thinking and analytical skills. Ability to make informed risk-based decisions and support with robust supporting rationale.
- Experience of analysing transaction data, along with customer data and external research finding, to assess whether activity is unusual and poses possible financial crime risk.
- Collaborative working style with colleagues and broader stakeholders within a cross-border and LoB matrix organisation.
- A motivated self-starter who has the ability to work effectively alone and under pressure.
- Capable of picking up, and applying, new ideas/concepts quickly with positive 'can do' attitude.

What additional skills will be good to have? (List out good to have skills and certifications)

- Prior TM / AML / KYC / Compliance, investigations experience of 2+ years.
- ACAMS or International Compliance Association (ICA) certificate/diploma, or equivalent qualifications.

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.