

"Wholesale Banking Ops"

Group : Wholesale Banking

Location of Posting : Mumbai

Required Skills & Experience:

- Strong Interpersonal Skills
- Strong Presentation/Communication Skills
- 3 Wholesale Operations departments (Trade Finance, Cash Management Services and Wholesale Lending Operations) and one Financial Markets Operations department. 5 direct reports (1 staff and 4 line Managers).

Roles and Responsibilities :

EXPECTED END RESULTS	MAJOR ACTIVITIES
1. To direct compliant, cost efficient operational service delivery to Wholesale and Financial Markets Business lines	<ul style="list-style-type: none"> ▪ Coaching of direct reports. ▪ Set operational and financial targets to achieve a more cost efficient service delivery platform. ▪ Instruct drafting of Service Level Agreements by each Wholesale and Financial Markets Operations department with their business partners and ensure their regular measurement and review. ▪ Identify and launch change projects (IT, People and Processes). ▪ Regular meetings with Business line heads and their reports to understand the business needs and their expected evolution. ▪ Review of monthly operations reports to identify problem areas. ▪ Monthly review of audit and non audit reports
2. To control the financial costs (actual versus budgeted costs) of the Wholesale and Financial Market's Unit	<ul style="list-style-type: none"> ▪ Monthly review of actual versus budgeted figures.
3. To plan and establish the functional and applicative architecture of the Wholesale and Financial Market Operations Unit.	<ul style="list-style-type: none"> ▪ Regular meetings with Business line heads and their reports to understand the business needs and their expected evolution. ▪ Meetings with IT to review alternatives to the wholesale and Financial Markets OPS delivery platform
4. To plan and control the successive steps / projects to improve the Wholesale and Financial Markets Operations platform	<ul style="list-style-type: none"> ▪ Regular meetings with Business line heads and their reports to understand the business needs and their expected evolution. ▪ Follow-up of projects through participation in Steering Committees, Project Board or other

<p>5. To drive cultural, process, organization and applicative change in the unit.</p>	<ul style="list-style-type: none"> ▪ Identify and launch change projects (IT, People and Processes). ▪ Coaching of direct reports. ▪ Challenge existing operating model and processes, propose alternative ones and have them analyzed. ▪ Instruct drafting of Service Level Agreements by each Wholesale and Financial Markets Operations department with their business partners and ensure their regular measurement and review. ▪ Monthly review of audit and non audit reports
<p>6. To ensure high professional standards of the unit's staff.</p>	<ul style="list-style-type: none"> ▪ Coaching of direct reports. ▪ Increase operational excellence by a methodological professional approach. ▪ Instil a wholesale culture by highlighting in cross-departmental team meetings the Wholesale and Financial Markets high service requirements. ▪ Discuss and instruct staff training to improve professional levels.

To apply to the above position, please return to the 'Careers' page, and send us your detailed resume.

Thank you.