

Head of Propositions

Retail Banking and Wealth Management

Closing date: 15 March 2019

HSBC Bank Bermuda Limited is seeking a highly qualified and experienced Head of Propositions to join its Customer Value Management team within the Retail Banking & Wealth Management business. The Head of Propositions will be responsible for banking proposition management initiatives, with a primary focus on product and performance management.

Major responsibilities

- Managing and developing current (Premier, Advance and Mass) and future propositions
- Planning and implementing core RBWM business strategies and policies for propositions
- Customer portfolio management of different customer groups and performance management
- Managing a team of professionals, establishing performance standards and ensuring execution of the business strategy
- Interacting with Senior Management around customer & financial data analysis, execution of local strategy in deliver against the annual operating plan (AOP)

Minimum qualifications

- Educated to degree level or equivalent
- Experience in Senior Propositions and team management role(s)
- Experience in Customer Relationship management roles (asset, but not required)
- Understanding of customer segmentation management and knowledge of customer analytics, techniques and principles.
- Ability to think strategically and to innovatively shape and communicate new concepts as defined by global Propositions but designed to meet local needs and opportunities
- Strong Project Management skills including ability to manage multiple projects simultaneously
- Strong communication skills, including the ability to align key internal and external stakeholders to achieve business objectives

Interested applicants are invited to apply by sending a completed employment application and your résumé and cover letter to:

Email:
recruitment.dept@hsbc.bm

Fax: 279-5826

Post Recruitment Department,
Human Resources, HSBC
Bank Bermuda Limited, 37
Front Street, Hamilton HM 11

Application forms are available in all HSBC branches and at www.hsbc.bm. All enquiries will be held in strict confidence.

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At HSBC we are open to different ideas and cultures and live by our values of being dependable, open and connected. 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.



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