



We are an Equal Employment Opportunity [EEO] Employer with a dynamic culture driven by our HEART values (Humility, Excellence, Accountability, Respect & Trust). As Fiji's very own Bank, we are a proud and progressive organisation in the financial industry.

Manager Operational Support

Reporting to the General Manager Operations & Transformation, applications are called for a suitably qualified candidate with wide experience in operational banking services. This role is responsible for the leadership and management of an operational support team, responsible for such diverse banking functions, such as processing of banking transactions [Electronic and Manual], considering Operating Risk, having the acumen comprising of Business Process & systems and a strong focus on building subject matter expertise in areas of specialty and encourage cross-fertilisation of knowledge across individuals.

This role has the overall responsibility of the delivery of superior Operational Support to the business including delivering to our customers as its prime importance and stakeholders we engage.

Primary Role Responsibilities:

- Overall operational effectiveness in ensuring transactions are correctly processed and verified, general ledger accounts are balanced and cleared, provide assistance to team when needed in completing all assigned tasks for the day.
- Provide guidance and support to the Team, coaching and mentoring and developing an effective and efficient team, and ensuring work is compliant with the policy & procedures
- Ensure compliance to internal process & policies including any legislation or regulatory requirements.
- Provide efficient and optimal services of the banks processing functions.
- Attend, review & authorise work of staff who are responsible for carrying out a range of demanding clerical, reconciliations, data administration and control / monitoring services and duties, ensuring that the work is completed accurately, on time and in adherence to all specified Bank processes, procedures, standards and relevant external regulations
- Continuous improvement by supporting changes and identifying processes for enhancement and better customer experience.
- Take ownership of your team's performance and development and ensure that their behaviour reflects the values and policies of HFC Bank.
- Lead and inspire team to excel and foster environment of active participation. Create an inspiring and collaborative work environment that enables others to excel.
- Successful reduction of operational "noise" from other areas by providing expertise in the resolution of support and business as usual issues/problems to ensure minimal impact to customers/ business
- Recognise and celebrate success with your teams

Professional Abilities & Qualification:

- Bachelor's Degree or tertiary qualification in Banking & Finance or in the relevant discipline is desired but not essential.
- Sound Banking Operational skills are essential and a plus point with having the extensive understanding of operational risk management
- Three to five years successful leadership experience working in a centralized operations or branch environment; Banking Operations –Front and Back Office Banking process and procedures experience will be looked upon favourably.
- Ability and passion to work under demanding circumstances
- Ability to effectively troubleshoot problems and take a proactive approach in issue resolution.
- Strong people management and interpersonal skills with proven ability to drive change diplomatically and to deliver results in a multi-cultural and diverse environment.
- Excellent written and verbal communication and presentation skills.
- Ability to respond effectively to inquiries from internal team members and customers and demonstration of excellence in customer service at all times.

We offer you the opportunity to join our dynamic team. Please submit your written application providing all relevant details no later than **13th March 2020** addressed to:

General Manager Human Resources, HFC Bank, PO Box 161, Suva.

Or by email to hfcrecruitment@hfc.com.fj Your interest will be treated in strict confidentiality. Only applications meeting the above criteria will be replied to. We thank you for your interest in applying. Enquiries are to be directed via email to hfcrecruitment@hfc.com.fj