



Head of Enterprise Operations

Reporting to the group COO the successful candidate will have overall responsibility for the operational activities within the Clarien group of companies.

Primary Responsibilities:

- Provides strategic direction and leadership to the Clarien Group's operational activities that includes Operations functions such as Business support, Premises and physical security functions, Teller operations, investment, treasury and trust operations.
- Responsible to deliver efficient operations as measured through financial and quality parameters.
- Actively participate and contribute to the strategic planning process and leads the strategy implementation in the areas of responsibilities.
- Reviews and keeps the operating model aligned to the organizational strategy and actively collaborates with the Clarien departments and subsidiaries to ensure timely and quality support for advancing the business strategy.
- Shares the vision and gets buy in for the organizational strategic direction within the operations functions. Aligned goals and objectives setting, measuring and monitoring the performance and enforcing accountability to advance the strategic objectives of the Clarien group.
- Actively lead the operations-related strategic and tactical plans to leverage the synergies with the larger NCBFG entities.
- Actively manage identification of operational risks in the operations unit and design controls that are operating effectively.
- Manage external, internal and regulatory audits pertaining to the operations departments under oversight and management.
- Developing the budget for the department ensuring alignment to the business strategy.
- Identifies and implement opportunities for process improvements, cost reduction and systems/process enhancements. Oversee realization of these opportunities in coordination with stakeholders.
- Periodically reviews and maintenance of updated business continuity plans as the business evolves. Ensures that the stakeholders are informed, trained and practice the business continuity plans.
- Directs and oversees the management, leasing and upkeep of properties and infrastructure to support the safe operations of bank's business including the customer and employee comfort.
- Collaborate with other business leaders and managers to develop and initiate end-to-end transaction processes delivery quality and eliminating duplication and rework.
- Identifies, manages and develops talent for a supportive operations to advance the business strategy.
- Manage the vendor relationship and supply chain risks for the activities controlled by the department.
- Reporting and presenting the performance of the operating units under his/her control.
- Any other duties as reasonably requested.

The successful candidate must have:

- 10 years' progressive financial experience obtained at a bank with a minimum of 5 years at an leadership level managing team with minimum 15 staff.
- Experience in the payments (ACH/RTGS/SWIFT), securities trading (Trading/brokerage/settlement), customer data management and data privacy, treasury (Bonds/Money Market/Forex) and investment banking (Funds/Derivatives-options/portfolio/AUM) operations.
- Experience in data analytics and usage of data warehouse is preferable.
- Previous experience in systems implementation, systems training, process documentation, automation and optimization.
- Knowledge of banking, investment and treasury products, accounting for financial instruments and controls on confirmation, settlement and counter party risk management.
- Experience with workflow automation.
- Excellent computer literacy skills, including but not limited to Microsoft Word, Excel, and experience with mainframe accounting systems. Experience with NewGen's Omniflow and Fiserv's Signature would be an asset.
- Excellent communication skills, both written and oral with a proven ability to lead change.
- Experience with matrixed organization with straight and dotted line relationships.
- Experience of operating in Caribbean preferred. Knowledge of jurisdictions with strong customer data privacy legislation will be an added advantage.
- Ability to develop, design and execute smaller projects and change initiatives.
- Talent management and training experience is an added advantage.

Clarien is an equal opportunity employer and offers a competitive compensation package commensurate with qualifications and experience.

Please submit a detailed cover letter and résumé no later than July 8th, 2019 to:

Human Resources Department
19 Reid Street, Hamilton HM 11
P.O. Box HM 665, Hamilton HM CX
Email: jobs@clarienbank.com
Fax: + 441 296 7701

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We sincerely thank all applicants for their interest. Only those candidates under consideration will be contacted.

Clarien Bank Limited through its wholly owned subsidiary companies is licensed to conduct bank, investments and trust business by the Bermuda Monetary Authority.