



## Head of Middle Office

The Head of Middle Office is responsible for managing and overseeing the middle office operations, which serve as the critical bridge between front-office and back-office functions. The role ensures the bank's middle office operations are efficient, compliant, and risk managed. The middle office provides comprehensive risk management services supporting front-office business growth, while delivering excellence in customer experience.

### Primary Responsibilities:

#### Operational Oversight:

- Oversight of all Middle Office external vendors.
- Oversight of all client onboarding procedures in compliance with local regulations.
- Responsible for all internal and external audit items related to middle office.
- Set, monitor and report on the quality standards and reduce error rates from the middle office team.

#### Risk and Control Management:

- Develop written procedures to ensure adherence to internal policies, industry standards, legislative and regulatory requirements.
- Develop and regularly rehearse detailed business continuity plans to ensure a high degree of operational resilience.
- Implement and monitor robust control frameworks to mitigate operational, financial, and compliance risks.
- Perform regular risk assessments and develop mitigation strategies to address existing and emerging risks.
- Facilitate audit of the middle office by internal, external and regulatory auditors. Develop comprehensive plans for remediating the control weaknesses identified.
- Participate actively in development and testing of new client and or product offerings.

#### Collaboration with Key Stakeholders:

- Act as the primary liaison between the front office, back office, IT, and risk management teams to ensure seamless communication and workflow.
- Provide support for business initiatives, such as new product launches or market expansion.
- Partner with compliance and audit teams to address regulatory requirements and inquiries.

#### Team Leadership and Development:

- Build, manage, and develop a high-performing middle office team managing individual performance, team building, cross training and formal succession planning.
- Provide mentorship and training to team members, fostering a culture of accountability and continuous improvement.
- Ensure adequate staffing, succession planning, and resource allocation to meet business needs.

#### Process Improvement:

- Identify and implement process enhancements to improve efficiency, accuracy, and scalability of operations.
- Leverage technology to drive automation and reduce manual intervention.
- Contribute towards projects for system upgrades, process reengineering, and regulatory changes.
- Oversee the production and submission of regulatory and management reports.
- Manage and increase the effectiveness and efficiency of operational services, through improvements to each function and communication between support and business functions.

### The successful candidate must have:

#### Technical Knowledge:

- Strong understanding of financial products, including debit and credit cards, ATMs, current and savings accounts, term deposits, mutual funds, investment services, international payments, domestic payments, standing instructions/recurring payments, and bill pay
- Familiarity with core, online and mobile banking systems, risk management tools, and payments systems like ACH, SWIFT and cards systems.

- Transaction and problem analysis, investigations and solutions in collaboration with the stakeholders
- Customer on-boarding and compliance to identifying UBO, KYC, FATCA, CRS, risk rating, PIPA and conduct regulations and or standards.
- Establishing, monitoring and reporting on SLAs and KPIs for the high standard performance of the team.

#### Leadership and Team Management:

- Proven ability to lead and motivate a team, manage conflicts, and drive accountability.
- Experience in managing cross-functional teams in a fast-paced environment.
- Strong analytical skills to interpret complex financial data and resolve operational issues.
- Ability to anticipate problems and implement effective solutions proactively.
- Strong interpersonal and communication skills to collaborate with internal and external stakeholders.
- Ability to influence and build consensus across various business units.
- Deep understanding of financial regulations and compliance standards.
- Bachelor's degree in Finance, Accounting, Economics, or a related field or 10+ years of experience in middle office operations, risk management, or related functions within banking or financial services.
- Demonstrated track record of leading middle office teams and driving process improvements.
- Proficiency in working with financial and reporting systems and advanced Excel skills.
- Strong understanding of operational risk, regulatory compliance, and reporting requirements.

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 March 7, 2025 to:

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

Point House, 6 Front Street, Hamilton HM 11, Bermuda  
[www.clarienbank.com](http://www.clarienbank.com) | 441 296 6969

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, corporate services and trust business by the Bermuda Monetary Authority.

