

**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 management and coordination of client onboarding administration and related maintenance as well as key product and service fulfilment processes while ensuring operations are efficient, compliant, and risk managed. The middle office objective is to support growth objectives of the organization by contributing to delivering excellence in customer experience and ensuring accurate, effective and timely processes and controls.**

## Key Job Accountabilities

- Oversight and coordination of all types of client onboarding procedures in compliance with policy and local regulations.
- Coordination of account maintenance administration, 'KYC' update processes.
- Administration of key product/service fulfillment processes.
- 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
- Manage and 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 risk assessments and develop mitigation plans.
- 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 obligations.
- Build, manage, and develop a high-performing middle office team managing individual performance, team building, cross training and formal succession planning.
- Identify process enhancements to improve efficiency, accuracy, and scalability of operations.
- Contribute towards projects for automation, system upgrades, process reengineering, and regulatory changes.
- 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:

- 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.
- Experience leading Customer on-boarding and compliance for personal and entity profiles including complex structures and enhanced due diligence cases.
- Knowledgeable of conduct regulations and standards identifying UBO, FATCA, CRS, risk rating, PIPA and conduct regulations and or standards.
- Strong understanding of banking products.
- Familiarity with core, online and mobile banking systems, risk management tools, and payments systems like ACH, SWIFT and cards systems.
- 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 resumé no later than February 16, 2026 to:*

**Human Resources Department 25 Reid Street, Hamilton HM 11 P.O. Box HM 665, Hamilton HM CX Email: [jobs@clarienbank.com](mailto:jobs@clarienbank.com)**

We sincerely thank all applicants for their interest. Only those candidates under consideration will be contacted. For information on how we process your personal information, please visit our website Privacy Statement at <https://clarienbank.com/privacy-statement>.