

JOB DESCRIPTION

Title of position	KYC Prioritization - Onboarding Client Services, AVP / VP – Asia Pacific
Contract Type	Full-Time (NGSI)
Department	Onboarding Client Services (part of the Client Office)
Reporting to	KYC Prioritisation Manager and to the Chief Client Officer
Job description date	15 th February 2022
Position opening start	15 th February 2022

Position Summary

Co-lead the KYC Prioritisation along with the KYC Prioritisation Manager based in Hong Kong. Manage the end-to-end onboarding needs (KYC, Legal, Credit) for a specific portfolio of clients. The main objective for the role based in India is to anticipate and manage, along with the KYC Prioritization Manager based in Hong Kong, the demand of the front as well as the delivery by the KYC production team, especially for critical clients.

The KYC Prioritization AVP / VP is reporting to the KYC Prioritization Manager, therefore closely connected with the APAC Chief Client Officer, the front teams across APAC (e.g.: Sales, DCM, Syndicate, Treasury, Trading, Coverage / IB / Sectors Bankers) as well as the KYC head and its direct staff

Main responsibilities and duties of the role:

The KYC Prioritization AVP / VP is responsible for the organisation and the execution of the prioritization efforts on behalf of the Front Office, as well as its monitoring and related chasing where required. In coordination with the KYC Prioritization Manager

o **KYC Prioritisation Organisation**

- Implement fully the rules in effect, with proactive communication to FO, to adapt to BAU and ad-hoc needs – New Onboardings (NEW), Periodic Reviews (PR), Off boardings (OffB) and Overdues (OD)
- Anticipate the prioritisation orchestration and chase-up for best time-to-client
- Regularly review the existing pipe with Front Office and KYC production team to define actions (acceleration, cancellation, offboarding)
- Improve the prioritization criteria and processes - based on best practices, including smoothing orchestration for Periodic Reviews
- Prepare the monitoring reports to best anticipate critical clients, challenging cases
- Review regularly with head office KYC Prioritization team on KPIs, SLAs alignment across regions
- Support the CCO in ad-hoc requests for KYC Prioritisation

- **Prioritization execution**
 - Coordinate the prioritization with business lines heads weekly and ad-hoc, based on clients' and trades' criticality;
 - Coordinate and chase regularly Front Office teams to reach out to clients on pending documents, chasing of KYC team for treatment speed and quality, especially for critical clients
 - Anticipate the offboarding targets for the coming quarters, in synchronisation with Front Office and KYC production team. Also review the potential for offboarding during quarters on existing pipe of periodic reviews
- **Onboarding Client Services Manager role**
 - Be a driving force of the Client Satisfaction improvements team
 - Connect proactively with clients to facilitate situations of Master Agreements, KYC new onboardings, upcoming / ongoing / overdue periodic reviews and runoffs situations
 - Be in full sync weekly with the KYC, Credit and Legal teams on key achievements and actions
 - Focus specifically on critical clients, including high-tier clients and critical clients for Trading, Treasury, Flow activities
 - Monitor urgent cases (ex: trade-related), alongside the onboarding operative teams and Front Office teams
 - Connect regularly with Head Office and other platforms to review KPIs, challenges, improvements and solutions
 - Propose innovative approaches to connect with clients; to help them accelerate onboarding cases on a sustainable matter
 - Support the automation of tasks / reportings

Requirements:

- Very good experience in 1) prioritisation of KYC needs, and 2) chasing – right-hand to the business
- Good understanding of global markets and banking activities – including products and typologies
- Very good experience at managing Front Office relations, Compliance, and providing guidance / developing relations with KYC production teams (regionally, globally)
- Knowledgeable on KYC process, focused on maximum impacts, and attention to details
- Excellent orchestration of prioritization with Front teams, KYC production teams
- Proactive on chasing cases on client / KYC side, for best time-to-client, especially with top tier clients
- Hands-on with excel, KYC systems / dashboards and communication, status updates to Front teams and management
- Strong drive for process improvements, automations, digital development – at regional or global level – with a focus on improved operational efficiency
- Very good ability to work under pressure – direct relation with Sales, Traders, Treasury, Flow team, Bankers, Structurers
- Energetic, motivated, accountable, disciplined, strong ownership of the mandate
- Excellent communication skills
- Capacity to think out of the box to identify new opportunities for improvement
- Comfortable working in "project" mode, as well as "BAU"