

Job Advert Details

Some careers have more impact than others.

If you are looking for a role where you can continue to make an impression, take the next step at HSBC where your contributions will always be valued.

In Wealth and Personal Banking, we serve 41 million customers globally, including 6.7 million who are international, from retail customers to ultra-high net worth individuals and their families. We help our customers to take care of their day-to-day finances and to manage, protect and grow their wealth. Our international network and breadth of expertise enable us to deliver on HSBC's purpose of opening up a world of opportunity by providing our customers with borderless banking and world-class wealth management through best-in-class, mobile-first capabilities and exceptional people. Our key areas of operations include Retail Banking and Wealth Management, Asset Management, Global Private Banking, Insurance, and Chief Operating Office.

We are currently seeking an experienced professional to join our team in the role of WPB Coaching Manager.

Principal Responsibilities

- Carry out sales coaching and support to develop staff with exceptional sales skills who should be capable of providing a world class customer service via sales through service culture.
- Monitor Sales Performance and support to achieve Sales requirements through enhancing the Product knowledge, skills and capabilities of the Sales population.
- Support the management in sales to effectively understand the staff training needs, through conducting training needs analysis in consultation with the Learning & Development team and ensure delivery of the same.
- Engage and assist the sales team with Talent Development and Career Progression.
- Conducting pre/post assessment and analyzing feedback from the participants and using them to continuously improve and customize deliverables.
- Promote and driving a learning culture across customer channels via promoting all available learning platforms (i.e.: My Learning, Degreed, HSBC University, Linked-IN learning).
- Promote and drive conduct and behavior of the team in adherence to policies and compliance requirements.
- Support the management in providing coaching to underperforming staff with required trainings and up-skilling.
- Engage with relevant stakeholders where necessary and collaborate to achieve given objectives.
- Continuous improvement on Sales coaching and develop innovative trainings to deliver effective coaching solutions.

Requirements

- Excellent communication and interpersonal skills.
- Strong Coaching and Mentoring Skills
- Sound knowledge on Sales and Business Acumen.
- Maintain high level of accuracy and efficiency in tasks undertaken and ability to work independently.
- Be able to work independently and under pressure, be organized and pay attention to detail.
- Ability to manage time efficiently to meet demanding stakeholder expectations.
- A proven track record of learning fast and being a great team player.
- Be adaptable and pursue continuous learning.
- Lead by example and ensure discipline/professionalism at all time.
- Have a positive 'can do' attitude in accomplishing all tasks and goals set.
- Prior experience in a similar coaching and/or training role will be an added advantage.

When applying, please submit a full resume. In the event you are shortlisted, please note that interviews will be scheduled within a day from cut off date.

Hiring Manager: Arafath Bangsajayah

You'll achieve more at HSBC.

HSBC is committed to building a culture where all employees are valued, respected and opinions count. We take pride in providing a workplace that fosters continuous professional development, flexible working and opportunities to grow within an inclusive and diverse environment. Personal data held by the Bank relating to employment applications will be used in accordance with our Privacy Statement, which is available on our website.