

1. JOB DETAILS

Job title:	Project Manager Officer	New Job grade / Job Level:	Manager 1 (PMO) / Level 5
Reports to (position):	Head of Innovation, Strategic Projects and Marketing	Certified Role: (Y/N)	N
Department:	Innovation, Strategic Projects and Marketing		

2. JOB PURPOSE

This role will focus on the delivery of (a) new / changes to existing products and services, (b) on-going regulatory, risk and compliance change, and control enhancements, (c) program and project management across the Bank, and (d) operational and technology transformation.

Scope:

- New Products and Services: Roll out of new payments, trade finance, and other Products and services required to deliver strategic priorities.
- On-Going Risk, Compliance and Regulatory Change and Control enhancements
- Strategic support, governance, project / program management, stakeholder management and reporting
- Operational and technology transformation: Further enhancements to Customer Relationship Management, payment related change delivery, digital banking / products and related feature-set enhancements, process optimization, and automation.

3. JOB DIMENSIONS

Number of staff supervised:	Direct reports:	NIL
	Total team size (including direct & indirect reports):	NIL
Financial dimensions:	Income target:	N/A
	Operating budget:	N/A
Other (e.g. number of branches, customer volumes):		N/A

4. KEY ACCOUNTABILITIES & RESPONSIBILITIES

Description
<p><u>Program Management / Project Management</u></p> <ul style="list-style-type: none"> • Ensure required governance over program / project delivery. <ul style="list-style-type: none"> ○ Ensure timely collation and distribution of key documentation at all levels with status reports including trackers, required responses to the internal and external stakeholders and updates up to the Board level. ○ Ensure risk and issues identified, analysed, tracked and escalated. ○ Track and maintain decisions and actions throughout the review process. ○ Gap Analysis vs. external and internal reference points (reports, audit validation etc.). ○ Monitor overall project progress against the agreed schedule and plan and prepare presentations/decks across all levels. ○ Produce High quality minutes and circulate timely. ○ Produce succinct actions and distribute and track to timely closure. ○ Ensure stakeholder engagement to support timely delivery.

On-Going Change and Control enhancements:

- Delivery of regulatory, risk, and compliance change e.g. Credit Risk, Operational Resiliency Governance and Embedment, Consumer Duty Embedment, Payment process changes and other key areas– based on delivery priority.

Operational and technology transformation:

- Further enhancements to Customer Relationship Management – including data, back-office process implementation, and functionality to enhance service to customers.
- Support with payments related change delivery.
- Support Improvement in processes to improve straight through payments.
- Digital application and related feature-set enhancements.
- Process optimization in line with system roll-out and improvements to drive efficiency.

Data and Reporting:

- Maintains robust data required for project delivery; engages with businesses / functions to assess and drive data and reporting requirements.
- Delivery of required Data and MI reports (or support the delivery of data and MI reports) – dashboards, other MI.

Product Launch and Management Support:

- Support and provide Project Management related to the roll-out of new products and services required to deliver strategy.
- Support Product Owners with Product and Service Reviews as per the Product Governance Policy.

5. QUALIFICATIONS AND EXPERIENCE**Minimum qualifications:**

- Bachelor's degree + PM Qualification / Related Experience

Experience, Skills & Competencies:**Required:**

- Solid Experience as a PMO with a few years' experience managing projects within Risk, Compliance, Finance or Operations within a Financial Institution.
- Able to independently run Project Management and Project Governance including SteerCo, Working Groups, deliver minutes, actions, escalations and reporting. Structured delivery management, attention to detail and ability to track and manage multiple workstreams.
- In-depth understanding of one or more functional areas (credit risk, operational risk, market risk, compliance, finance, or operations).
- Understanding of regulatory implications / drivers for change.
- Ability to validate change delivery.
- Ability to work with internal and external stakeholders with strong relationships skills.
- Advanced PowerPoint, Word and Excel skills; Able to lead SteerCo, Project Management Meetings / Other related presentations / External Meetings.
- GDPR and other data related regulations, relevant areas as per regulatory changes by key regulators.

Preferable:

- In-depth understanding of multiple functional areas (credit risk, operational risk, market risk, compliance, finance, or operations).
- Project Management related to system selection and implementation.

- Front line – Client Coverage or Product management experience preferred.
- Experience of using banking systems – core banking, credit etc.
- Agile delivery experience preferred.

6. JOB CONTEXT

Conduct Rules

The incumbent is subject to the **Individual Conduct Rules** as outlined in the FCA Handbook COCON Section 2.

HBL Values

The incumbent must exemplify & abide by the HBL UK Values, Commitments & Behaviours:

- Integrity – Be Ethical & Fair
- Customer Centric – Deliver Great Experiences
- Value People – Respect, Empower, Appreciate
- Progressive – Innovate & Challenge
- Excellence – Be Your Best

Frameworks & Policies

Must ensure full compliance with the Bank's policies and frameworks relating to Compliance, Human Resources, IT & Information Security, Health & Safety, Risk & Credit, Operational Risk, Conduct Risk, Vendor Management, Whistleblowing, Complaint Handling, Products Management, Services and Promotions, Expense Management & Internal Audit.

7. APPROVALS

Job holder

Signature

Date

Line manager

Signature

Date