

Process Engineering Manager

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Company: HSBC Service Delivery (Polska) Sp. z o.o.

Location: Kraków

Category: other-general

Process Engineering Manager

Miejsce pracy: Kraków

Your responsibilities

Support and implement process excellence and re-engineering agenda across all regions globally.

Cultivate and evolve a continuous improvement culture and community emphasizing on Lean Six Sigma techniques.

Develop Lean Six Sigma training materials and conduct LSS Green Belt/Yellow Belt trainings.

Drive and coach productivity/efficiency related LSS improvement projects.

Deliver transformation change in Process Engineering to achieve cost, service level and customer satisfaction through mobilization of improvement initiatives following the Lean Six Sigma approach.

Support mobilization of Simply Better (idea generation platform).

Foster a high engagement team to deliver good quality output exceeding user expectations.

Our requirements

Lean Six Sigma Green Belt or Black Belt certified.

Hands-on experience driving Lean Six Sigma agenda in your organization/department
i.e. training, coaching.

Should have delivered projects with medium complexity and scope.

Strong stakeholder management and influencing skills. Ability to co-ordinate with multiple stakeholders, and get necessary actions/decisions taken within desired timelines.

Strong change management and communication skills for training/coaching.

Skills to overcome challenges & roadblocks, create innovative solutions and work in an agile way.

Optional

3 years of banking experience.

Experience in Transformation, Change Management, Agile, Design Thinking, Project Management.

What we offer

Stable and interesting job in professional team with international exposure,

Friendly and welcoming culture, focused on professional and personal development,

Strong support in professional development of our people to enable them progressing their careers both locally and/or internationally,

Consistent scope of responsibilities,

Private health care, employees` benefits.

Benefits

sharing the costs of sports activities

private medical care

sharing the costs of professional training & courses

life insurance

flexible working time

integration events

corporate sports team

doctor's duty hours in the office

retirement pension plan

corporate library

no dress code

video games at work

coffee / tea

parking space for employees

leisure zone

extra social benefits

employee referral program

opportunity to obtain permits and licenses

charity initiatives

family picnics

extra leave

Recruitment stages

Online assessment

Phone interview

Job interview

Welcome to HSBC!

HSBC Service Delivery (Polska) Sp. z o.o.

HSBC is one of the world's largest banking and financial services organisations. Our global businesses serve more than 40 million customers worldwide through a network that covers 63 countries and territories.

HSBC Service Delivery (Polska) Sp. z o.o. is HSBC's global finance, operations, risk and technology centre. We use our unique expertise and capabilities to provide specialised services – our people range from technologists transforming the banking experience to operations professionals managing 1.7 trillion payments a year.

Our Purpose – Opening up a world of opportunity – explains why we exist. We are bringing together the people, ideas and capital that nurture progress and growth, helping to create a better world – for our customers, our people, our investors, our communities and the planet we all share.

Thank you for interest in HSBC..Before you apply, please note that we will take into the consideration only applications that include the following statement:“I hereby declare that I have familiarised myself with the Privacy Statement for Applicants published at <http://www.about.hsbc.pl/careers> and I give my consent to use my personal data included in my application for the purposes of recruitment in HSBC Service Delivery (Polska) Sp. z o. o. according to the rules described in the Privacy Statement for Applicants, as per the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (GDPR).”.Due to the high number of applications, we reserve the right to contact selected candidates only..In case you would like to resign from participation in the recruitment process or withdraw previously sent application, please email us at: krakow.recruitment@hsbc.com.

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