

## **Quality Support Officer - French Speaker**

### **About the job**

The main objective of the Quality & Risk Management team is to ensure that the quality of different Departments' production is monitored, including activities under service, contracts with BNP Paribas entities (sites). It also supports the development of Wealth Management (WM) and product offerings and acts as a Front representative by assuring the connection between the IT departments.

As such, the mission will consist in undertaking various cross-functional controls, conducting analysis and producing quantitative and qualitative reports. As a representative of the business line, you will be also responsible for supporting the project implementation activities.

### **Your Main Activities Are**

- Support front office team in the implementation of new tools and functionalities (data migration, testing, user guides preparation, follow up on incident solution, cooperation with IT teams)
- Ensure the operational integration of new products by coordinating and preparing the analysis
- Participate in Continuous Efficiency Improvement projects
- Control data flows between Front Office and Back Office applications
- Control and management of customer data in Front Office applications

### **Profile and Skills to Success**

- Graduate degree in Economy, Finance, Business Administration, Accounting
- Previous experience in business support or middle office jobs
- Ease at analysis and understanding of complex processes
- Technical skills to understand the functioning of IT banking systems
- Strong team spirit
- Fluency in English and French, another language (Italian or German) is considered as a plus

### **Why joining BNP Paribas?**

- **Leading banking institution**

BNP Paribas is a leader in the Eurozone, and a prominent international banking institution with strong roots in Europe's banking history. It has a presence in 72 countries, with around 200 000 Employees – including more than 150 000 in Europe.

- **Our presence in Portugal**

Since 1985, BNP Paribas was one of the first foreign banks to operate in the country. Today, the Group has around 6.500 employees across several entities operating directly in the territory, offering a wide range of integrated financial solutions to support its clients and their businesses.

- **International reach**

Thanks to its international presence and regular and close collaboration among its different entities, BNP Paribas has the resources to support all clients with financing, investment, savings and protection solutions that help make their projects a success. BNP Paribas holds key positions in its three core operating divisions: Domestic Markets and International Financial Services for retail banking and specialised financial services, and Corporate & Institutional Banking for corporate and institutional clients. In its Corporate & Institutional Banking and International Financial Services activities, BNP Paribas also enjoys top positions in Europe, a strong presence in the Americas as well as a solid and fast-growing business in Asia-Pacific.

- **Diversity and Inclusion commitment**

BNP Paribas is an equal opportunity employer and proud to provide equal employment opportunity to all job seekers. We are actively committed to ensuring that no individual is discriminated against on the grounds of age, disability, gender reassignment, marriage or civil partnership status, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Equity and diversity are at the core of our recruitment policy because we believe that they foster creativity and efficiency, which in turn increase performance and productivity. We strive to reflect the society we live in, while keeping with the image of our clients.

To find out more on why you should join BNP Paribas visit <https://bnpp.lk/why-BNP-Paribas-Portugal>

\* Please note that only applications submitted in English will be considered.

\* In case you are selected for this role, further documentation will be requested to support your hiring process.

[Job offer Quality Support Officer - French Speaker - BNP Paribas \(group.bnpparibas\)](#)