

## **Team Leader for BP2S Lisbon CTO Equity Call CenterPremium - French Speaker**

### **About the job**

Context and challenges of the job:

- Team Management
  - Training, support and management of the team.
- Activity Management
  - Follow-up of activity and monitor and control performance, service delivery, risk and quality.

### **Your Main Activities Are**

- Support for daily activities  
Guarantee the quality and timetable for processing operations and ensure day-to-day tasks are processed with quality and a high level of service, by organising, checking and coordinating the different tasks.
  - Plan the daily work of the team and define goals.
  - Support the team on the tasks, solve escalating issues and report incidences.
  - Carry out management reports and ensure that activity- and team-related subjects are escalated.
  - Prepare user guides for the activity.
- Career and People Development
  - Coordinate the recruitment process with Team Manager and HR, from need identification and interview to validation of profile.
  - Define and monitor team training plan.
  - Ensure new team members welcome and integration in the teams, monitoring training and evolution, sharing feedback with direct manager and/or HR, when appropriate.
  - Manage people accordingly to their skills and with purpose of continuous improvement, sponsoring initiatives and learning increase.
  - Foster people growth within the team or in the company, preparing team and activity for mobility.
  - Define objectives for the year and perform regular objective review with each staff member to align performance with objectives.
  - Share team performance assessment with the management to facilitate the compensation review process.
- Client relationship
  - Participate and follow up client testing (developments and new activity) and quality calls.
  - Update data in accordance with client set-ups and specificities.
  - Deal with client issues escalated by the team and share it with management when appropriate.
  - Participate in client visits and conference calls.
  - Stimulate client focus and ensure that SLAs are respected.
  - Liaise with other internal BP2S teams.

- Collect all information relating to changes in procedure or market changes relevant to client and coordinate with management the way to proceed.
- Ensure collaboration between parent location and Lisbon operational teams.
- Risk control and supervision
  - Monitor activity progress against the goals and take appropriate corrective action as and when it is required.
  - Control and ensure the daily, weekly and monthly tasks.
  - Disseminate and control the application of new procedures.
  - Ensure the first level of control on team activity and share results with management.
- Reports and KPIs
  - Suggest KPIs creation and production related to own activity and staff.
  - Perform the necessary reports and statistics relating to the work and the team.
- Business development
  - Identify or sponsor with team members the identification of possible improvements on activity and procedures, reporting it to management.
  - Respect the norms and standards of BNP Paribas Securities Services.
  - Perform tasks or/and participate in projects needed for the efficient achievement of BNP Paribas Securities Services objectives.
- Managerial dimension:
  - Provide direction and objectives/guidelines
  - Team organisation for the day-to day
  - Organize and schedule team meetings
  - Manage staff holidays and absences
  - Follow up mobility cases and newcomers
  - Distribute tasks and back-up schemes
  - Plan shifts
  - Participate in recruitment processes
  - Evaluate daily work and write annual appraisals
  - Follow up each group member's performance and motivation.

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

- Bachelor in Economics, Management, Accounting or similar (as preferred options)
- 12th Grade (minimum) or Degree (preferred option)
- Experience: Knowledge of securities services activity for the role in question or previous team management experience

### **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 68 countries, with around 193 000 Employees – including more than 148 000 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](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 Team Leader for BP2S Lisbon CTO Equity Call CenterPremium - French Speaker - BNP Paribas \(group.bnpparibas\)](#)