

KYC Teams Senior Leader

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Company: Euroclear

Location: Belgium

Category: other-general

KYC Teams Senior Leader

Division: Client and Business Strategy

Euroclear holds a pole position in the market and has successfully maintained a growth strategy over the years. Our dedication is to retain our market leadership tomorrow by continuing to meet market and client expectations optimally.

We align efforts towards the new high-reaching long-term strategy and vision, which seeks to anchor Euroclear's relevance and continues creating future value for our ecosystem and financial markets overall.

The intention is to introduce 4 divisions within Client and Business Strategy, fully dedicated and accountable, and strongly interconnected, to set the path for our future success. The KYC Teams Senior Leader is part of the Client Experience division.

The Client Experience dedicated division, which will oversee delivering on all our digital client experience and touch points, defining client journeys, optimizing client onboarding and processes, and the KYC. This division will drive our digital ambitions, to the benefit of our clients who will truly consider we are 'making their lives easier and creating value', but equally to the benefit of our internal efficiency and effectiveness.

Role

The client experience team is responsible amongst others of the Know Your Customer due diligences (KYC) of existing clients or prospects for EB, ESES and potentially other entities of the group or partners.

In order to manage adequately the risks our clients could cause, we are looking for a

Senior Leader of the Know Your Customer teams.

The scope of the role covers the following elements:

Managing the different KYC teams in coordination with the Head of KYC

Responsible for recruiting, objectives setting, coaching, development, organisation and performance monitoring of the team members in coordination with the different Team Leaders

Promote a working-together mindset, motivate and provide leadership ensuring team engagement, delivery of high standard of team work and team cohesiveness

Ensure the delivery according to pre-defined KPIs for all onboarding prospect requests.

Ensure the delivery according to the pre-defined KPIs for all recertification reviews.

Ensure quality of deliverables.

Ensure timely escalation and pro-actively propose course of actions to management on any identified risks or blocking points.

Ensure regulatory compliance on the full KYC spectrum with a forward-looking approach proposing changes in the process framework when and where adequate

Ensure close collaboration with other business and all support functions

Work in collaboration with the KYC change leader and E2E team.

Skills and competences:

The candidate for this position has at least 15 years of working experience in the financial industry, at least 7 of which were spent in change leadership around KYC topics and in people management.

The suitable candidate will additionally have an overall business acumen and solid financial grounding as well as a proven and successful track record of leading and developing people. You have an inclusive and collaborative people management style.

Communication skills: As expected, communication skills are an integral requirement for the role.

Good communication skills will be necessary in communicating clear information and instructions down the line to KYC teams, which will greatly improve their efficiency and

effectiveness.

Clear communication of sensitive strategic information to business-wide leadership, executives, and stakeholders (CEO, the management committee and all the division heads) will be pivotal in determining how effectively these strategies will be executed across the business.

She/He will also be required to draw regular reports and deliver presentations to senior leadership, executives, and regular internal/external stakeholders.

Leadership Skills Providing direction, Strategic agility, Business Acumen, Self-reflection and Inspiring/Engaging are important skills needed to be a strong leader at Euroclear. The candidate needs to be a “thought leader”.

Interpersonal Skills A candidate for this position will be a strategic and creative thinker, be result-driven, be self-motivated and proactive, have strong and innovative problem solving skills, be open and welcoming to change, and work comfortably in a constantly evolving environment.

She/He must also work comfortably in group/collaborative setting or with business executives and stakeholders, have an ability to handle multiple simultaneous projects and meet tight deadlines, and have an ability to remain calm under pressure and in the face of uncertainty.

Besides that, you have other skills:

Strong analytical skills

High level of autonomy, highly motivated and independent

You are a fast learner, a very good networker and negotiator in order to convince internal and external stakeholders.

You are stress resistant, organized and flexible.

You are creative, innovative and able to design new approaches.

Demonstrate strong credibility and independence of opinion, strong business and client mind, accountability and integrity.

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