

Innovative new captive bank. Exciting. Opportunities. Join us!



Head of Outsourcing & IT Operations (m/f/d)

The Hyundai Capital Bank Europe is the first non-European financial services company to obtain a full banking license from the European Central Bank. The newly established bank, based in Frankfurt am Main, is the European subsidiary of the South Korean Hyundai Capital Services Inc. in Seoul. With more than 10,000 employees worldwide, we are the leading company in the financing and leasing of Hyundai and Kia vehicles.

As the captive bank of the Hyundai Motor Group and its brands Kia Motors and Hyundai Motor, the Hyundai Capital Bank Europe has supported the distribution of Kia and Hyundai vehicles in Germany since September 2016.

To further develop our young automotive bank, we are looking for highly motivated employees. In an innovative company with an exceptional corporate culture, you will have the unique opportunity to contribute your ideas in our fast-growing business and implement them accordingly. All of this in an international working environment in the heart of the German banking metropolis. Exciting. Opportunities. Join us!!

YOUR RESPONSIBILITIES:

Main Tasks

- Overall management of the Outsourcing Team and IT Operations Team
- Contribute to IT and Operational strategy to optimize IT systems and operational model in support of business targets
- Lead an annual department budget planning and provide support to other business departments in the context of outsourcing provider
- Define tasks, roles and responsibilities, as well as processes between Bank users and external IT and services providers
- Ensure compliance of outsourced activities with regulatory requirements of a bank
- Ensure the quality of internal IT security
- Coordinate and manage vendor selection processes and evaluation framework
- Take ownership of vendor contract framework to ensure that all materials and required sections for effective vendor control and steering as per local best practice are covered including yet not limited to: KPIs, SLAs, audit rights, cancellation periods
- Challenge outsourcers on their performance and control incidents and/or problems resolution.
- Define agenda, process and quality of contents for outsourcing steering committees for all significant outsourcing services, and ensure to follow up any committee decisions
- Supervise and steer the management of IT risks and mitigation actions, including disaster recovery and business continuity plans
- Ensure the regular delivery of operations performance reports to outsourcing steering committees
- Ensure clear communication and positive relationship management to external third parties
- Closely cooperate with all internal bank counterparts for daily operations and project management

- Report to the management board on all key aspects of outsourced services and IT

Change Management

- Define change management process for processes, policies and providers
- Manage externalization and internalization projects
- Supervise and internally communicate plans of releases to IT solutions and infrastructure to ensure minimal business impacts
- Manage project portfolio and ensure alignment of project to business and IT strategy
- Actively act as a first point of contact to senior-level counterparts of external third parties

Special Tasks

- Manage IT vendors and operations service providers in accordance with a Bank business model and organization
- Manage the teams' budget planning, goal setting and staff development
- Take full responsibility for the department deliverables

YOUR PROFILE:

Education, Experience, Skills, Personal Characteristics & Other Requirements:

Education & Experience:

- University degree
- Several years of experience in working in a bank and financial services
- Comprehensive knowledge of banking processes and modelling from a bank or leasing company
- Comprehensive experience in vendor management and outsourcing monitoring processes
- Experience of IT-processes, ITIL and IT application management
- Comprehensive experience of IT project management, planning and testing
- Knowledge of IT controlling and data protection
- Extensive experience of leading a Team

Skills, Personal Characteristics & Other Requirements:

- Outstanding analytical skills
- Good verbal and written communication skills
- Experience within an international organization
- High degree of initiative, self-direction
- Ability to be flexible, follow tight deadlines, organize and prioritize work
- Fluent in German and English

OUR OFFER:

- Flexible working hours
- Performance-based compensation
- Pleasant working atmosphere in an international team
- Modern workplace in the heart of the banking metropolis Frankfurt am Main
- Ideal traffic connection
- Free breakfast including fruit basket
- Benefits including lunch vouchers and pensionplan

INTERESTED?

We look forward to receiving your application to recruiting@de.hcs.com.

Please also indicate your notice period and salary expectation.

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The logo for Hyundai Capital, featuring the company name in a white, sans-serif font inside a white rounded rectangular border.