

VACANCIES AT BANK OF ST HELENA



Bank of St. Helena Ltd.

Bank of St Helena Limited is seeking to recruit suitable persons to fill the exciting vacant positions of Assistant Customer Services Manager and International Payments Officer. The successful candidates must be flexible to work demands, demonstrate strong leadership, communication and management skills, be self-motivated as well as have excellent customer service and public relation skills. Must be highly organised, exhibit high accuracy levels, with a keen eye for detail and have the ability to work under pressure and meet deadlines, whilst working well with others as part of the wider Bank Team.

Assistant Customer Services Manager Commencing at £16,296 per annum

The main duties of the post include:

- To lead and manage a team of Customer Service staff;
- Responsible for the planning, co-ordinating and controlling activities of the Customer Service Team to maintain and enhance customer relationships, build on professionalism and meet organisational and operational objectives;
- Assist the Customer Services Manager to develop, implement and review customer service policies and procedures. Identify and implement strategies to improve or enhance quality of service and productivity;
- Manage the Customer Help Desk for Online Banking and Card Services with support from the IT Manager.

International Payments Officer Commencing at £8,796 per annum

The main duties of the post include:

- Process daily international remittances, inward and outward via SWIFT Platform;
- Dealing with customer queries, questions and concerns of matters pertaining to transactions carried out on behalf of customers;
- To assist the Customer Service Section
- Undertake relief Teller duties which will include alternative Saturdays.

Interested persons can contact Mrs Karen Buckley, Customer Services Manager for more information on telephone number +290 22390 or email csmanager@sainthelenabank.com or Miss Merle Peters, Human Resources Manager on email hrmanager@sainthelenabank.com.

Application forms and Job Profiles are available upon request from the Bank.

Completed application forms should be addressed to Miss Merle Peters, Human Resources Manager, Market Street, Jamestown or emailed to hrmanager@sainthelenabank.com.

Closing date for applications is Friday, 05 April 2024.

Choose a career with Bank of St Helena and enjoy competitive benefits.



Bank of St. Helena Ltd.

Established and regulated in St Helena under the Financial Services Ordinance, 2008 and 2017, the Financial Services Regulations, 2017, the Company Ordinance, 2004 and the Company Regulations, 2004



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Market Street, Jamestown



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