

» Hast Du das Team-Ego?



Become **Senior Governance & Assurance Manager (All Gender)**  
Our Operational Rigour Team in Hamburg is waiting for you.

We believe in standing behind your team will make you stand out. Sounds good? Then you have our Team-Ego – and are just right with us.

### Our promise

We help people move forward every day. We encourage you to develop your own ideas and offer an open company culture where everyone respects each other irrespective of hierarchy. You'll meet a variety of different people, living our values all day every day to do the best we can with integrity and excellence for our customers and stakeholders. Join our team for a diverse working experience and bring your personal contribution to our brand.

### Your Part

- Lead and undertake first line assurance within Barclaycard Germany driving control improvements and efficiencies in the business's overall operating model in the Commercial and Functional areas.
- You will work with senior stakeholders within the business to develop the annual Barclaycard Germany assurance plan as well as lead the coordination with other assurance functions across all lines of defense to ensure the appropriate assurance coverage for Barclaycard Germany.
- Whilst you will not be externally customer facing, you will be customer centric in your thinking as to the potential risks and issues arising both to them and the bank. You will ensure key risks and associated controls, control-related actions and observations are appropriately reported, tracked, evidenced and closed
- You will take a lead role in providing risk and governance expertise, leadership, guidance and educational support to Process Owners, Risk & Control Owners, Operators and other key stakeholders and enhancing a sound control environment
- You will work across the wider Operational Rigour team where necessary, and as an integral member of it to ensure the team's risk and control objectives are met in line with the Barclaycard Germany strategy.
- You will motivate your team members providing them with guidance on their career paths, including regular communications, career development plans and feedback
- Your work will make a marked continuous improvement to the German control environment.

## What you're made of

- Fluent (German & English) with excellent verbal and written communication capabilities, ideally with experience in internal audit or equivalent assurance function (report writing)
- Leadership & people management experience, respect for others and a genuine desire to leave things better than you found them.
- An investigative mindset, enjoyment of understanding how processes work and getting to the root cause of why they fail
- Ability to influence at senior management levels, gaining credibility and trust through integrity and expertise
- Experience of operating as part of a distributed, global team in a matrix Organisation.
- Experience of leading a Control Function (first, second or third line of defence).
- Sound understanding of threats, risks, impacts and associated mitigations as they relate to the control environment within a major retail-banking organization with a proven track record of delivering changes to a control environment.
- Strong understanding of Conduct and how the business and operational processes impact the customer
- Ability to apply judgment within a stated risk appetite and provide a balanced view to potential gaps
- Degree qualified (or equivalent) and/or High Performance track record throughout career.
- Formal qualification in Risk Management, for example International Certificate in Risk Management (CIRM) a plus or equivalent experience in an internal audit/3LOD assurance function
- Tough negotiating skills with the ability to carry people on the journey with you, but also with the ability to see things from a holistic practical customer and business perspective.

## About us

We're not an average bank. We're Barclaycard: modern, diverse and digitally minded. As one of the country's leading credit institutions, we have over 700 employees based in Hamburg. For the past 25 years, we have been offering our customers flexible payment options and helpful financing solutions that have resulted in over 1 million customers.

## Interested? Perfect

Send us your application with your resume and certificates, your salary expectations and earliest starting date to [karriereaussichten@barclaycard.de](mailto:karriereaussichten@barclaycard.de), quoting reference 04/2020.