

## Lead Consultant - Hands and Feet Support - Abu Dhabi

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Company: Infosys Limited

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

## Lead Consultant - Hands and Feet Support - Abu Dhabi

Lead Consultant

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Job Description

**Role – Lead Con - Hands and Feet Support**

**Technology – EUC.**

**Location – UAE - Abu Dhabi**

**Business Unit – CISFS2**

### Job Description

Today, the corporate landscape is dynamic, and the world ahead is full of possibilities! None of the amazing things we do at Infosys would be possible without an equally amazing culture, the environment where ideas can flourish and where you are empowered to move forward as far as your ideas will take you.

At Infosys, we assure that your career will never stand still, we will inspire you to build what's next and we will navigate further together. Our journey of learnability, values and trusted relationships with our clients continue to be the cornerstones of our organization and these values are upheld only because of our people.

### Your role

As a Hands and Feet Lead in a bank in Abu Dhabi, you will play a vital role in overseeing and managing the day-to-day operations related to hands and feet services within the banking environment. This position requires a combination of leadership skills, operational efficiency, and a focus on providing exceptional customer service.

- Supervise and lead a team responsible for hands and feet services in the bank.
- Provide guidance, training, and support to ensure the team delivers excellent service.
- Ensure a high standard of customer service for hands and feet-related transactions.
- Address customer inquiries, resolve issues, and maintain a positive customer experience.
- Oversee the day-to-day operational aspects of hands and feet services in the bank.
- Implement and streamline processes for efficiency and accuracy.
- Supervise cash handling procedures and ensure compliance with banking regulations.
- Conduct regular audits to maintain the integrity of financial transactions.
- Enforce security protocols to safeguard both staff and customers.
- Ensure adherence to banking regulations and compliance with established policies.
- Provide ongoing training to staff on banking procedures, customer service, and security measures.
- Foster a culture of continuous learning and development within the team.
- Generate reports on daily transactions, discrepancies, and service metrics.
- Analyse data to identify areas for improvement and implement corrective actions.

### **Required**

- Previous experience in a supervisory role within a banking environment.
- Strong knowledge of banking operations, including hands and feet services.
- Leadership skills with the ability to motivate and guide a team.
- Familiarity with financial regulations and compliance standards.

**Education** : Relevant degree in finance, business administration, or a related field.

**Language Skills** : Fluency in English; knowledge of Arabic is highly desirable.

**Work Environment** : Banking environment with a focus on customer service and operational excellence. This job description is a general outline and may be subject to modifications based on specific bank requirements and regulatory changes.

## About Infosys

Infosys is a global leader in next-generation digital services and consulting. We enable clients in 46 countries to navigate their digital transformation. With over three decades of experience in managing the systems and workings of global enterprises, we expertly steer our clients through the many next of their digital journey. We do it by enabling the enterprise with an AI-powered core that helps prioritize the execution of change. We also empower the business with agile digital at scale to deliver unprecedented levels of performance and customer delight. Our always-on learning agenda drives their continuous improvement through building and transferring digital skills, expertise, and ideas from our innovation ecosystem.

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