

Head of KYC Operations

CrediaBank is looking for a **Head of KYC Operations** to join our dynamic team.

Job details

Job type: Full-time

Location: Athens, Greece

Apply via LinkedIn or email: recruitment@crediabank.com

About the Role

CrediaBank is seeking an experienced Head of KYC Operations to establish, lead and continuously develop a newly created KYC Operations function, reporting to the Head of Retail Banking and SB Support & E-Fraud Management. The successful candidate will lead the build-to-transition phase of the function before assuming full ownership of the day-to-day operating model management, within its steady-state, driving continuous improvement and fostering strong collaboration across the Bank. The ideal candidate brings significant experience in KYC Operations within the financial services sector, coupled with exceptional stakeholder management capabilities and the ability to build, motivate and lead high-performing teams, combining strategic thinking with a hands-on approach.

Key Responsibilities

- Designs the KYC operating model, procedures and controls and prepares the function for go-live (including testing and team training)
- Leads the day-to-day KYC operation - onboarding, periodic reviews, ad hoc reviews and digital onboarding - across all risk tiers
- Establishes and owns the governance of the operation: defines the quality framework, SLAs and KPIs, monitors performance and manages escalations
- Oversees the screening process (sanctions, PEP, negative news and adverse media) and ensures correct escalation to Financial Crime Compliance
- Ensures compliance with the applicable regulatory framework and AML/CDD/EDD requirements
- Monitors KPIs and SLAs, manages volumes and backlog and drives continuous improvement of the operation
- Collaborates with Compliance, IT, Product, Operational Risk and the business to support system changes and evolve the operating model
- Leads, develops and mentors the team, including a train-the-trainer approach where appropriate.

Qualifications

- University degree in Business Administration, Economics or another related field
- Excellent command of the English language, both written and verbal
- PC literacy specifically in MS Office applications
- Knowledge of the AML regulatory framework (e.g. EU AML Directives) and CDD/EDD obligations
- Strong knowledge of sanctions, PEP, negative news and adverse media screening and the handling and escalation of hits
- Knowledge of operating models design, or experience in a project / migration environment, is a significant advantage

- At least **7 years of experience** in banking operations, with substantial involvement in KYC / AML / Financial Crime Operations
- Exceptional communication and stakeholder management skills
- Strong strategic thinking
- Critical thinking and sound judgement
- Effective management of time and priorities
- Strong leadership and interpersonal skills
- Initiative and high sense of responsibility.

About CrediaBank

CrediaBank was created through the merger of Attica Bank and the former Pancretia Bank, and is the 5th largest bank in Greece in terms of assets. It is a modern banking institution with a network of 66 branches and 5 business centers across the country, serving approximately 300,000 individuals and businesses with a wide portfolio of deposit, investment, and insurance products, mutual funds, loans, and brokerage services. Customer service is a top priority for CrediaBank, which is why it is the only bank that welcomes customers both with and without appointments, offers cashier services available throughout the day, and operates with extended hours through the CrediaConnect service. CrediaBank operates as a credit institution supervised by the Bank of Greece, strictly applying both European and national regulatory frameworks governing the operation of banks. More information about the Bank is available on our website www.crediabank.com

We respect your personal data

CrediaBank, taking into account that the personal data of candidate employees is of great importance, informs you in accordance with Regulation (EU) 2016/679 and the relevant provisions of the applicable Greek legislation for the protection of personal data, in its capacity as controller of the type of personal data it collects, the reason they are collected and processed and how long they are retained [here](#).

Equal Opportunity Employer

CrediaBank believes that its strength lies in its people and promotes a safe, dignified and inclusive working environment with zero tolerance for any form of discrimination, violence or harassment. We review all applications with equality, transparency and respect for human rights.