



Role: Head of Professional Service - Financial Software

Location: NYC

About CSS:

CSS is a trusted global RegTech partner that uniquely brings together innovative technology- driven solutions to support financial services firms in navigating a clear and strategic path through the complex and fragmented global regulatory space. Our solutions and services help firms meet regulatory deadlines while optimizing compliance data, operations, and technology. CSS covers a full range of global compliance disciplines spanning fund reporting, transaction reporting, investment monitoring, compliance management, compliance services and managed services with a complementary, centralized approach to the strategic management of regulatory data called RBOR (Regulatory Book of Record). For more information on CSS, please visit: www.cssregtech.com.

About the Role:

Reporting into the Chief Client Officer, CSS is looking for a Head of Professional Service who will be responsible for managing the project and implementation office personally, via direct reports or matrix management, all agreed Client, change and Internal projects. With the underpinning directive of delivering on time implementations across all product suites, business improvements and the subsequent realization of tangible and intangible benefits, this role will be central to delivering to client's needs and optimizing the support infrastructure to ensure efficiencies.

Responsibilities:

- Authority and responsibility for an area that is of significant importance to the delivery of client projects, business change program, people management, relationship management, financial and quality aspects
- Delivering high profile, client, and business transformation projects
- Management of project and implementation resources
- Establishing and measuring effective governance and controls
- Providing targeted and timely Management Information on all primary activities
- Provide a common framework of good-practice standards, tools, templates, and processes for running and governing the portfolio of projects and programs
- Act as a program manager where required
- Collaboration with senior business stakeholders to ensure smooth process and project delivery and maximum benefits realization

The successful candidate will work with other members of the professional services team and with stakeholders across the CSS business, building a collaborative environment to enable the effective delivery of all internal and external projects.

The role holder will need to build strong relationships with key stakeholders, keep up to date with process and project best practice and advise and give input into high level strategic direction, with relevant roadmaps, plans and details.

Additional Responsibilities:

- Develop the organizations capability to deliver projects by maturing the PMO service and creating a delivery focal point for project information, progress, and expertise
- Lead on all PS change activities and provide strong collaboration on other business change activities where requested
- Managing resource utilization across all internal and external projects. Managing budgets within the business change and project delivery teams.
- Manage the operational running and continuous improvement of the PMO, including best practices and any resource requirements and skill development required to support the business activities
- Be a champion for strategic change
- Monitor and report progress against plans through regular reviews and maintain close contact with all senior stakeholders
- Exercise rigorous change control and protect against scope creep
- Work closely with Senior Management Team to drive efficiencies and delivery on the organizations strategic vision
- Demonstrate CSS 's values through your behavior
- Manage complex risks and issues through to a logical resolution
- Clear and concise communication and engagement with clients and all internal stakeholders
- Mentor and coach the PMO team to deliver excellence contact for clients during busy periods (e.g., near regulatory filing deadlines).

Key Attributes and Qualifications Required:

- 10+ years of financial services/project management experience.
- In-depth knowledge of our client base, including Hedge Funds, Private Equity Funds, Fund of Funds, and Fund Administrators.
- A comprehensive understanding of financial services business data as it relates to regulatory requirements.
- Experience implementing enterprise software systems.
- Proficient with Microsoft technologies (SQL Server, IIS, .NET, Etc.)
- Experience of delivering large-scale projects and leading a PM team delivery in a complex environment
- Experience in developing business cases and providing robust business benefit realization mechanisms
- Experienced with software development life cycle (SDLC).
- Extreme attention to detail.
- Excellent verbal and written communication skills.
- Have a strong client focus with the ability to articulate 'big picture'
- Ability to design, deliver, and develop projects from inception to completion
- Able to work effectively under pressure.
- Able to coordinate multiple projects at once.

Key Attributes and Qualifications Preferred:

- Hold a Master's or Bachelor's degree (Finance or Social Sciences preferred).
- Hold recognized project management qualification

For immediate consideration, send your CV/Resume to: careers@cssregtech.com

Please include the job title in the subject line of your e-mail.

CSS is an equal opportunity employer