Are you looking for unlimited opportunities to develop and succeed? With work that challenges and makes a difference and a flexible and supportive environment, we can help our customers achieve their dreams and aspirations.

The Business Systems Analyst V will form a part of Manulife Bank’s Partner Management Team and will be responsible for all partner (third party and inter-entity) contracts within Retail Markets. The successful candidate will be the centralized point of contact for all Retail Market partners, provide knowledge and consulting expertise with respect to partner contracts and relations, and ensure adherence to risk management policies, governance processes and support of overall Retail Markets strategy. As the Business Systems Analyst, you will be involved in many areas of procurement including the Request for Proposal process, evaluation and analysis of current and future partners, contract drafting and reviewing as well as ongoing contract maintenance and adherence to Standards and Regulations.

Duties & Responsibilities

- Catalogue and classify all existing partner contracts within Retail Markets
- Create a partner management strategy within Retail Markets.
- Forge mutually beneficial relationships between Retail Markets and key partners
- Maintain central repositories of partner communications,

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documentation and contracts
- Complete new contract onboarding process forms and ensure all documentation is correctly uploaded to the appropriate repository and indexed correctly.
- Develop partner strategy with respect to partner onboarding and on-going governance
- Liaise with Business Managers and Partners to ensure business goals are continually achieved
- Review new contracts to ensure adherence to Regulations and Standards
- Support the Request for Proposals process, evaluate and analyze participant responses
- Provide input and feedback with respect to new partner prospects
- Support projects with a partner component
- Participate in the completion of partner risk assessments and governance documents as required by regulating bodies and outlined in internal Procurement and Outsourcing policies

Qualifications

- Excellent research, analytical, communication and writing skills
- Knowledge of contract law would be an asset
- Extreme attention to detail
- Ability to work well independently as well as with others as

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part of a team

- Ability to grasp new concepts and information quickly
- Eager to build strong relationships with internal departments and external partners
- Excellent organization and prioritization skills with the ability to manage competing priorities
- Comfortable influencing without authority
- Strong communication skills – both written and verbal
- Strong customer service orientation
- Proficient in Excel, Word, SharePoint, OneNote and PowerPoint
- University Degree or College Diploma in Business, Systems or related experience

About Manulife

Manulife Financial Corporation is a leading international financial services group that helps people achieve their dreams and aspirations by putting customers’ needs first and providing the right advice and solutions. We operate as John Hancock in the United States and Manulife elsewhere. We provide financial advice, insurance, as well as wealth and asset management solutions for individuals, groups and institutions. At the end of 2016, we had approximately 35,000 employees, 70,000 agents, and thousands of distribution partners, serving more than 22 million customers. As of March 31, 2017, we had $1 trillion (US$754 billion) in assets under management and administration, and in the previous 12 months we made almost $26.3 billion in payments to our customers.

Our principal operations are in Asia, Canada and the United States.
where we have served customers for more than 100 years. With our
global headquarters in Toronto, Canada, we trade as 'MFC' on the
Toronto, New York, and the Philippine stock exchanges and under
'945' in Hong Kong.

Manulife is committed to supporting a culture of diversity and
accessibility across the organization. It is our priority to remove
barriers to provide equal access to employment. A Human
Resources representative will consult with applicants contacted to
participate at any stage of the recruitment process who request an
accommodation. Information received regarding the
accommodation needs of applicants will be addressed
confidentially.

**Primary Location**

CA-ON-Waterloo

**Deadline**

15 August 2017