# One in 50 bank employees now work in AI roles as sector boosts recruitment by 13%



As generative artificial intelligence (AI) gains traction in the banking sector, a recent report by Evident Insights indicates that the employment landscape is shifting significantly. Notably, one in 50 bank employees is now employed in AI and data-related roles. The report highlights a substantial increase in hiring for these positions between September 2024 and March 2025, with a notable surge of nearly 13 percent marking the largest recruitment effort in AI to date. This trend reflects both the enthusiasm of early adopters in expanding machine learning applications and the urgency of those lagging behind to catch up.

The report identifies AI and software implementation experts as witnessing the highest demand, with a recruitment increase of 42 percent, followed by data engineers at 14 percent and AI development professionals at 6 percent. Among the industry's key players, US-based multinationals JP Morgan Chase, Wells Fargo, and Citigroup are positioned as leaders in AI talent acquisition. UK banks HSBC and Barclays rank ninth and tenth respectively, with BBVA from Madrid experiencing the fastest growth rate at 17.6 percent, despite moving only one position up in the rankings.

Alexandra Mousavizadeh, co-founder and CEO of Evident, remarked on the employment trends: “Data suggests that AI roles may be the only safe jobs in banking right now. Away from the market noise and volatility, the leading banks are quietly but relentlessly pressing forward with AI transformation.” According to Mousavizadeh, these institutions are strategically adding talent to help scale AI applications that provide tangible value.

The findings also reveal that the top ten banks by AI volume have twice as many AI use cases compared to their competitors and are 1.5 times more likely to report positive returns on investment from AI deployments. This places significant emphasis on the banking sector's willingness to invest further into AI technologies.

Previously, AI was largely employed to streamline workflows. However, as industry headcount has decreased by around 3 percent over the past two years, and with major cost savings increasingly tied to AI initiatives, the motivation to invest in this technology has surged. Mousavizadeh indicates that for banks already experiencing favourable returns, there is a compelling reason to intensify their efforts.

According to insights from a Tech Target article on the rising influence of generative AI in finance, the technology has begun transforming several core areas: customer experience, fraud detection, regulatory compliance, internal operations, product innovation, and lending. AI tools are being deployed for customer-facing functions that offer financial coaching, thereby enabling banks to attract new customers and enhance sales opportunities.

Moreover, generative AI is prioritising internal operational improvements, facilitating the essential functions that enable day-to-day banking activities. Jasleen Kaur Sindhu, a financial services analyst at Gartner, noted that generative AI is particularly promising for fraud detection and regulatory compliance. By modelling normal banking behaviour, the technology can swiftly identify anomalies indicative of emerging threats—some of which include criminal use of generative AI.

For customers, this technological advancement aims to enhance their experiences by analysing vast amounts of data to swiftly identify issues. Additionally, AI can serve as a frontline representative, exemplified by the chatbots that are now integral to customer service operations. Through such tools, banks are positioning themselves to better serve clients and navigate the complexities of modern financial transactions.

Source: [Noah Wire Services](https://www.noahwire.com)

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