

# SENIOR DEPUTY MANAGER – SHARED SERVICES CENTRAL OPERATIONS

Responsible for improving , assisting in developing and implementing operational guidelines, policies and procedures in line with the Banks operational policies, ensuring compliance to regulatory requirements and coordinating various operational activities for day to day operation including assisting staff to resolve operational issues faced by them.

## THE JOB

- Periodic review of existing operational procedures, policies and guidelines
- Develop and implement new operational guidelines, procedures and policies as per the requirement of the Bank/Regulators
- Monitoring of adherence to bank's guidelines by staff /compliance to regulatory requirements • Escalation to respective business units of breaches if any
- Reviewing and providing feedback on Product Policies/Guidelines developed by other business/support units
- Provide guidance to Branches to resolve any operational matters
- Liaising with Compliance ,Operational Risk, Legal ,IT departments
- Undertaking adhoc projects as per the requirement of the Bank
- Regulatory reporting under the purview of Central Operations
- Ensuring the accuracy of MIS provided by the unit for various requirements
- Assisting Branch/Department staff to resolve operational issues
- Providing training to Junior Branch staff on Operational matters on need basis
- Ensure compliance/adherence to all operational/regulatory guidelines by the respective staff
- Ensure complete accuracy of Branch GL reconciliation submitted to Finance and Planning Department
- Coordinating insurance related matters with Administration Department ,Forged notes received at Branches with CID
- Function as the back-up for Chief Manager – Central Operations in his absence
- Thorough knowledge in CBSL/Exchange Control/Inland Revenue guidelines

## THE PERSON

- Bachelor's degree in Business Management, or possess an equivalent professional qualification such as Banking and Finance
- Minimum of 10 Years of Commercial Banking experience including Branch Banking
- Fluent knowledge in Branch Banking , operations and back office functions
- Possess analytical Skills
- Possess excellent interpersonal and communication skills
- Possess sound Leadership/Management and administrative skills
- Should possess a minimum rating of "Meets Expectation" for the last performance year
- Should not have disciplinary inquiry under investigation

The position is at Senior Deputy Manager Level. Staff at the same level looking for a different opportunity or staff one level lower who have completed two year in the current job as at date of the advertisement are entitled to apply. The designations referred herein are as per the "Re-designations effected on 16th October 2023". (Any exception should be approved by the Line Head and VP – Human Resources, via an e-mail.

The approval should be attached in HCM at the time of applying for the position) Interested applicants may forward their CVs through the HCM keeping the line management informed on or before 9th May 2024.

Please ensure, a system generated acknowledgement is received upon submission of the application via HCM

We will correspond only with the shortlisted applicants

"We are an equal opportunity Employer"



Vice President Human Resources