

DEPUTY MANAGER / 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.
- 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.
- Excellent interpersonal and communication skills.
- Sound Leadership/Management and administrative skills.

The position is at Senior Deputy Manager Level

Please login to <https://www.ndbbank.com/careers> to apply on or before 06th December 2024.

We will correspond only with the shortlisted applicants

"We are an equal opportunity Employer"



Vice President Human Resources