

**Job Function: Sr. Team Member- Process Excellence**  
**(Project & Central Operations)**

**Department-** Administration & Facilities

**Sub Department -** Process Excellence- Project & Central Operations

**Designation-** Manager-I/ Manager- II

**Reporting to** – Vertical Head -Process, Project and Analyst

**Profile Summary**

The Project & Central Operations Manager is responsible for managing and overseeing the Central Office initiatives and projects planning, co-ordination, ensuring proper tracking and reporting on progress along with governance and execution. The role involves collaboration and periodic follow-up with internal & external stakeholders to ensure smooth implementation. The incumbent shall own the complete roadmap for implementation and efficiency driving of all digital transformation journeys/projects for Admin Dept that are currently developed as well as in plan for development. The incumbent is expected to have a strong background in project management and having knowledge of data analytics will be an added advantage.

**The principal accountabilities for this role are described as follows:**

**Strategic Planning-**

- (a) Driving and implementation of strategic initiatives/ projects and objectives in alignment with the organizations/ departments overall objectives.
- (b) Collaborate with the Team Admin to establish project priorities and ensure alignment with the vision.
- (c) Support in presentation for Departments Plan/ Review meetings required to be prepared with the good quality and accuracy.

## **Project Governance**

- (a) Understand the challenges & potential gaps in the existing processes, plan to improvise the manual processes by digitalizing it.
- (b) Brainstorm with the stakeholders to ideate & generate new ideas. Set up periodic governance calls for initiatives/ projects with respective teams/ team members.
- (c) Ensure project tracking and status, consolidation of data and report preparation for governance calls with respective stakeholders.
- (d) Establish and maintain all initiatives trackers, presentation with right and easy accessibility.
- (e) Manage and drive implementation of various projects. Ensure compliance with the organizational policies and procedures throughout the project/ initiatives lifecycle.
- (f) Work closely with IT and other stakeholders for testing of development in UAT & CUG. Monitor project application adaptation, usage, and issues.
- (g) Monitor the launched projects and dashboard of the same.
- (h) Identify, access, and mitigate the project initiatives risks ensuring successful delivery.
- (i) Implement a continuous improvement process to enhance the project delivery effectiveness.
- (j) Facilitate communication and collaboration among project teams, stakeholders, and leadership team.

## **Qualifications and Experience:**

**Qualifications/ Education** – Bachelor's Degree in any discipline, MBA/ PMP certified will be preferred.

**Career Experience** – 5-7 years of experience in Project Management, BFSI or Admin Functions.

## **Skills/List of Attributes**

1. Result Orientation with Execution skills
2. Proven experience in Project Management.
3. Communication & Interpersonal Skills.
4. Stakeholder Coordination.
6. Reporting and documentation.
7. Experience in using office 365, AI tools, power point presentations.