

Job Description

POSITION DETAILS			
Functional Designation	Lead – Change Management	Department	Operations
Sub Department	Change Management	HR Grade	General Manager / AVP
Location	Pune	Reporting Manager	Ranabir Chaudhuri
Job Purpose			
<p>Lead – Change Management is responsible for providing strategic leadership for Process re-engineering, New Product Golive (NPD & NPG), Operations analytics, and governance at a national level within the Organization.</p> <p>This role encompasses managing various projects, ensuring alignment with organizational goals, and driving Operational efficiencies across Operation Units.</p> <p>Lead change management is a senior executive role responsible for providing strategic alignment, build culture of Process Excellence, provide leadership to dynamic Change catalysts and oversight to other departments within the Organization.</p>			
Principal Accountabilities			
<p>1. Process re-engineering:</p> <ul style="list-style-type: none">• Implement Digital & non digital interventions to build operational efficiencies• Implementation experience for digital capabilities – eAgreements, NACH, API based verifications, App based disbursement process, digital disbursements, RPAs, OCRs etc.• Collaborate with inter & intra units like Credit, Sales, Banking, Loan servicing, Customer Service etc. to process optimization and efficiency improvements• Provide Cost Benefits for Operational processes through automation <p>2. Product go-live Project Manager:</p> <ul style="list-style-type: none">• Lead development and operationalization of new products• Experience in managing multiple LOS & LMS – Salesforce, Finnone, Lentra & Pennant• Indepth knowledge about Digital loans, Consumer loans, Digital secured & unsecured loans• Track, monitor & ensure timely go-live of new products <p>3. Payments & repayments:</p> <ul style="list-style-type: none">• Build network for 24X7 disbursement of loans• Create re-payment hub for organization• Build digital payment stack – UPI payments, Payment gateways, Dynamic QRs etc• Monitor performance of digital payment channels• Manage vendors providing these services <p>4. Operations analytics:</p> <ul style="list-style-type: none">• Should be able to collate, extract & modify data from different sources• Build visualizations for different types of data, publish dashboards & build professional presentations• Identify key performance indicators (KPIs) and metrics for tracking operational performance. <p>5. Create futuristic Operations:</p>			

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- Identify suit of innovative solution to increase Operation efficiencies
- Implement innovative solutions
- Build culture of learning & innovation

Desired Profile

Must have attributes:

1. Part Operations COE group/ Process reengineering teams/ Product Managers
2. Experience of Consumer Durable Loans, Gold Loans, Insurance Ops
3. Experienced in handling multiple cross – functional projects

Required attributes:

- Master/ Bachelors' degree in finance, business, analytics or related field
- Strong NBFC experience/Banking experience
- Knowledge of Regulatory and Compliance framework for Banking/NBFCs
- Proficiency in data analytics tools, data visualization and database management
- Strong strategic thinking, decision-making, and analytical abilities.
- Exceptional leadership and team management skills
- Excellent communication and interpersonal skills