

## Job Description

POSITION DETAILS			
<b>Functional Designation</b>	National Operations Manager – CPU	<b>Department</b>	Operations
<b>Sub Department</b>	Central Processing Unit	<b>HR Grade</b>	AVP/DVP
<b>Location</b>	Corporate Office	<b>Reporting Manager</b>	Head-CPU
Job Purpose			
<p>As the National Operations Manager for the Central Processing Unit (CPU) in our Non-Banking Financial Company (NBFC), your primary objective is to provide strategic leadership and oversight to centralize processing operations across the Operations Dept. You will play a crucial role in standardizing processes, ensuring compliance, and driving operational efficiency on a national scale.</p>			
Principal Accountabilities			
<ol style="list-style-type: none"> <li>1. Develop and execute a cohesive strategy for the Central Processing Unit, aligning operations with organizational goals and regulatory requirements.</li> <li>2. Establish and maintain standardized processes for efficient and accurate processing of financial transactions with respect to post disbursement activities centrally or units nationally.</li> <li>3. Collaborate closely with other departments, managers, IT, risk management, and compliance teams to ensure consistent and compliant CPU operations.</li> <li>4. Monitor and analyze key performance indicators (KPIs) to assess the performance and effectiveness of CPU operations at centrally.</li> <li>5. Lead and mentor operations teams, fostering a culture of continuous improvement and excellence.</li> <li>6. Stay informed about industry trends, technological advancements, and regulatory changes, and implement necessary adjustments to national CPU operations.</li> <li>7. Implement and oversee quality control measures, conduct regular audits, and ensure adherence to internal policies and regulatory requirements.</li> </ol>			
Desired Profile			
<ol style="list-style-type: none"> <li>1. Bachelor's degree in Business, Finance, or a related field. Additional certifications in operations management or financial services are highly desirable.</li> <li>2. Extensive experience in operations management, particularly in leading central processing units, within the NBFC or financial services sector.</li> <li>3. In-depth knowledge of national and regional regulatory requirements governing financial transactions and processing in the financial industry.</li> <li>4. Proven leadership skills with a successful track record of managing and inspiring teams on a national scale.</li> <li>5. Exceptional communication and interpersonal skills for effective collaboration with internal and external stakeholders.</li> <li>6. Analytical mindset with the ability to assess and optimize national processing workflows.</li> </ol>			

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7. Adaptability to a dynamic and evolving operational environment.