

JD- Team Member- Process Excellence **(Audit, Risk & Process Management)**

Department- Administration & Facilities

Sub Department - Process Excellence- Risk, Audit and Process

Designation- Manager to Senior Manager

Reporting to – Vertical Head -Process, Project and Analyst

Profile Summary

This role holds primary responsibility of handling & conducting inter department audit, identifying the major risks & taking necessary mitigation measures and process improvement. The incumbent in this position will be responsible for carrying out the independent and objective assessment of the adequacy and effectiveness of operational systems and controls of the Admin & Facilities Department.

Job Description:

1. To conduct regular audits of the administration department's process and procedures to ensure compliance with the company policies and regulations.
2. Ensure adherence to internal controls and perform regular reviews to identify and address any deficiencies.
3. Collaborate with internal and external stakeholders to address audit findings and implement corrective measures as needed. Prepare a report after finalization and discussion with superiors on action plan.
4. Execute a structured audit plan that covers administration, facilities, and other statutory aspects across branches of PFL.
5. Identify potential risks and vulnerabilities in the administrative operations and develop strategies to mitigate them. Spearhead RCM activities for administration department and provide with the response.
6. Develop and implement risk management strategies to protect the administration department from potential threats and hazards.
7. Evaluate threat perceptions (Security & Safety) and sensitize employees towards security issues, cautious measures etc.
8. Collaborate with the department leaders to establish and maintain efficient and effective processes that meet business objectives and deliver results.

9. To analyze and monitor key performance indicators to measure the effectiveness of administrative processes and identify areas for improvement.
10. Provide recommendations for process improvements and implementing best practices to drive operational excellence.
11. Keep abreast of industry trends, regulatory changes and best practices related to risk, audit and process excellence in the administration department.
12. Communicate the findings and recommendations to senior management and provide support and guidance to the administration team on risk and process related matters.
13. Conduct benchmarking activities with peers in the industry to maintain knowledge of complex industry trends, current operational issues and update management on risk and threat that could impact company business.

Qualifications and Experience:

Qualifications/ Education – Bachelor's degree in any discipline.

Career Experience – Minimum 8-10 Years exposure in Audit & Risk Management, Quality Assurance and Quality Control Department.

Skills/List of Attributes

1. Communication & Interpersonal Skills.
2. Certification in Auditing Modules, ISO would be preferable.
3. Stakeholder Coordination.
4. Reporting and documentation.