

## Job Description

POSITION DETAILS			
Functional Designation	Head Central Processing Unit	Department	Operations
Sub Department	Central Processing Unit	HR Grade	VP
Location	Corporate Office	Reporting Manager	
Job Purpose			
As the Head of Central Processing Unit (CPU) Operations, you will be responsible for overseeing and managing the efficient and effective controls for Central processing activity for Operations. You will ensure the performance and people management of CPU resources, while driving continuous improvement and innovation.			
Principal Accountabilities			
<ol style="list-style-type: none"> <li>Operational Leadership: <ul style="list-style-type: none"> <li>Provide strategic direction and leadership for all CPU activities across the Operations.</li> <li>Oversee and manage the peoples or operational units, ensuring alignment with the processes and activities</li> </ul> </li> <li>Performance Monitoring: <ul style="list-style-type: none"> <li>Set the processes of Post disbursement activities and ensure the end-to-end process loop</li> <li>Implement strategies to enhance operational performance, productivity, and efficiency</li> </ul> </li> <li>Quality Assurance: <ul style="list-style-type: none"> <li>Establish and maintain quality assurance, processes and standards to ensure compliance with service quality</li> </ul> </li> <li>Compliance and Risk Management: <ul style="list-style-type: none"> <li>Ensure strict adherence to all NBFC regulations, legal requirements, and internal policies at an organizational level.</li> </ul> </li> <li>Reporting and Documentation: <ul style="list-style-type: none"> <li>Prepare and present regular reports on operational performance, challenges, and recommendations to the executive team and stakeholders.</li> </ul> </li> <li>Stakeholder Communication: <ul style="list-style-type: none"> <li>Establish and maintain effective communication channels with senior management, employees, and external partners.</li> <li>Collaborate with other departments and teams to align operational functions with broader organizational goals.</li> </ul> </li> </ol>			
<ul style="list-style-type: none"> <li>- Bachelor's degree in business, management, finance, or a related field (Master's degree preferred).</li> <li>- Extensive experience in senior leadership roles involving operational management, especially within the financial services industry and NBFCs.</li> <li>- Profound knowledge of NBFC regulations, compliance, and risk management.</li> <li>- Strong strategic thinking, decision-making, and analytical abilities.</li> <li>- Exceptional leadership and team management skills</li> <li>- Excellent communication and interpersonal skills.</li> </ul>			

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