

Job Description

11-Nov-2024

POSITION DETAILS			
Functional Designation	Head- Branch, Operations and Customer Service audit.	Department	Internal Audit
Sub Department	Branch, Operations and Customer Service audits.	HR Grade	SVP
Location	Corporate Office	Reporting Manager	Chief Internal Auditor
Job Purpose			
<p>The candidate will be responsible for leading Branch, Operations and Customer Service audits across branch operations, central operations and customer service units. The incumbent shall be responsible for ensuring that all established policies, regulatory standards and risk management practices are complied with. The key responsibilities for the role will be to define audit objectives, plan audits and to ensure the execution of audits as per schedule. The candidate needs to be a subject matter expert in Risk assessment, Internal controls and frameworks, audit Process and relevant regulatory frameworks and compliance. The candidate's primary focus is to assess and improve controls and to prevent any regulatory non-compliance or losses to the organization from external/internal risks and threats.</p> <p>The candidate must have the following:</p> <ul style="list-style-type: none"> • Ability to adjust audit approaches based on changing risk landscapes and priorities. • Ability to multi-task and work on multiple projects/audits. • The ability to detect non-adherence to internal and regulatory policies/procedures. • Expertise in risk identification, control design evaluation as well as control effectiveness. • Collaboration and stakeholder management. • Experience in conflict resolution. • Experience in dealing with difficult auditees and resolving disagreements. • Experience in building, grooming and leading teams of subject matter experts. <p>A good understanding of Operations, KYC/AML compliance in financial institutions, Customer Service Quality and regulatory standards is desired.</p>			
Branch Audits			
<ul style="list-style-type: none"> • Branch audit: Oversee the branch audit cycle, which includes audit of risk management, control design and control effectiveness, reliability and compliance with all applicable directives and regulations. • Risk Assessment: Prepare risk assessments to identify risk ratings for branches. • Audit Planning: Develop a risk-based audit plan for PAN India branches and roll-out an annual audit plan. • Methodology: Build an effective and efficient branch audit methodology. 			

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- **Audit scope:** Determine the scope of planned branch audits based on the category and specific activities at the branch.
- **Monitoring:** Ensure that branch visits follow the approved plan and run as per agreed methodology.
- **Supervisory assistance:** Ensure that auditors in the field are provided with adequate support such that all data requirements, registers, reports and evidence items are received. Auditees are engaged in discussions to explain audit findings and the significance. Effectively communicate with the auditees to overcome resistance.
- **Reporting:** Review and refine branch audit reports, ensure that reports are released on schedule and observations presented in the report are tracked for action, until they are closed. Present audit reports to senior management and stakeholders along with recommendations for improvement.
- **Team Leadership:** Lead and mentor a team of branch auditors, guiding and supporting them to meet audit objectives.
- **Continuous Improvement:** Identify opportunities for process improvements and work with relevant departments to implement changes.

Concurrent Audits

- **Concurrent audit:** Oversee the concurrent audit activity, including methodology, sampling, compliance with regulatory standards/directives, findings as well as quick remediation.
- **Methodology:** Assist and contribute to building an effective and efficient concurrent audit methodology.
- **Scope & Monitoring:** Decide on scope for concurrent auditors jointly with Chief of Internal audit and senior stakeholders. Ensure that mandates provided to the concurrent auditors are executed on a timely basis and as agreed.
- **Regulatory Compliance:** Ensure identification of non-compliances are highlighted to relevant stakeholders for immediate corrective action/remediation and tracked till closure.
- **Continuous Improvement and remediation:** Ensure that the methodology is continuously improved and aligned with changes in regulatory guidelines/standards.
- **Administrative requirements:** Ensure that the administrative support is provided to the concurrent auditors including support for required data, timely resolution of observations and timely clearance of bills/dues.

Operations Audits

- **Operations audit:** Oversee the Operations audit cycle, which includes audit of risk management practices, control design and control effectiveness, and compliance with all applicable directives and regulations.
- **Risk Assessment:** Prepare risk assessments to identify risk ratings for Operations processes.
- **Audit Planning:** Develop a risk-based audit plan for Operations processes and roll-out an annual audit plan.
- **Methodology:** Build an effective and efficient Operational process audit methodology.
- **Audit scope:** Determine the scope of planned Operations audits based on the risk category.
- **Monitoring:** Ensure that Operations audits follow the approved plan and run as per the agreed methodology.
- **Supervisory assistance:** Ensure that auditors are provided with adequate support such that all data requirements, registers, reports and evidence items are received. Also ensure that Auditees are engaged in discussions to explain audit findings and the significance/impact. Effectively communicate with the auditees to overcome resistance.
- **Reporting:** Review and refine audit reports, ensure that reports are released on schedule and

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observations presented in the report are tracked for action, until closed. Present audit reports to senior management and stakeholders along with recommendations for improvement.

- **Team Leadership:** Lead and mentor a team of branch auditors, guiding and supporting them to meet audit objectives.
- **Continuous Improvement:** Identify opportunities for process improvements and work with relevant departments to implement changes.

Customer Service Audits

- **Customer Service audit:** Oversee the Customer service audit cycle, which includes audit of Customer service practices, risks identification, control design and control effectiveness, reliability, and compliance with all applicable directives and regulations.
- **Risk Assessment:** Prepare risk assessments to identify risk ratings for Customer service processes.
- **Audit Planning:** Develop a risk-based audit plan for Customer service processes and roll-out an annual audit plan.
- **Methodology:** Build an effective and efficient Customer Service process audit methodology.
- **Audit scope:** Determine the scope of planned Customer Service audits based on the risk category.
- **Monitoring:** Ensure that Customer Service audits follow the approved plan and run as per the agreed methodology.
- **Supervisory assistance:** Ensure that auditors are provided with adequate support such that all data requirements, registers, reports and evidence items are received. Also ensure that Auditees are engaged in discussions to explain audit findings and the significance/impact. Effectively communicate with the auditees to overcome resistance.
- **Reporting:** Review and refine audit reports, ensure that reports are released on schedule and observations presented in the report are tracked for action, until closed. Present audit reports to senior management and stakeholders along with recommendations for improvement.
- **Team Leadership:** Lead and mentor a team of auditors, guiding and supporting them to meet audit objectives.
- **Continuous Improvement:** Identify opportunities for process improvements and work with relevant departments to implement changes.

- **Tasks** as allocated by line managers for specific projects/IAD priority activities.

Desired Profile

- Education: Bachelor's degree in accounting, Finance, Business Administration, or a related field. Preferred CA, CPA, CIA or equivalent certification.
- Experience: Minimum of 10 years of experience in Compliance, Risk or Internal audit within the financial services industry.
- Experience in the NBFC or financial services sector.
- Knowledge of regulatory requirements and industry best practices.
- Knowledge of MS Office is required, including MS Excel and MS PowerPoint.
- Excellent communication skills.
- Experience in leading teams of specialists/subject matter experts.