

Job Function: Vertical Head- Branch Facilities

Department- Administration & Facilities

Sub Department - Branch Facilities

Designation- AVP/DVP/VP

Reporting to – Head- Administration & Facilities

Profile Summary

The incumbent role will be to Plan & implement Admin & facilities operations of all PFL branch offices at respective Region. It includes oversee, develop, align & implement various facets of Administration through respective Region/Zone/State representative widely categorized as Zonal Admin Managers/State Admin Managers/Cluster Admin Managers.

Responsible for overall monitoring of administrative operations/functions which includes Planning & strategizing, Automation, Budgetary provision & controls, rationalization of manpower & deployment, equipment and machinery lifecycle, adherence to various internal/external regulatory compliances, Real Estate & Infra support, Team building and overall facility appearance.

The role & Responsibilities-

1. Facilities Management

- (a) Identify various initiatives & activity to standardize the branch operations.
- (b) Adherence & review of PPM & AMC activities. Ensure timely completion of planned activities.
- (c) Strategies planned replacement/ upgradation of critical equipment & assets.
- (d) Implement & review safety protocols, emergency response plans, BCP, risk assessments, & audits so as to identify & mitigate potential exposures.

2. Budget, Provision & Cost management

- (a) Preparation of Branch Annual spend Budget in coordination with Centralized Procurement & Expense Payable Team.
- (b) Monitoring/ control on expenses on monthly basis, Actual Expenses V/S budgeted spend.
- (c) Consolidation of MIS of various Branches & carry-out spend analysis.
- (d) Devise ways for cost optimization & rationalization.

- (e) Ensure team is adhering to internal guidelines/ SOP during entire life cycle of asset management.

3. Vendor & Contract Management

- (a) Ensure timely renewal/closure of all contracts, lease and AMC at all the branch offices.
- (b) Assist Procurement & Expense Payable Team in finalizing the service & rate contracts at various locations.
- (c) Apportion of business share as per vendor evaluation process.
- (d) Necessary control while onboarding & exit of vendors.
- (e) Evaluation & feedback of vendors to maintain efficiency & necessary corrective alignment in desired services.

4. Audit, RCM & Statutory Compliance

- (a) Ensure mandatory & statutory compliance is being followed at all the PFL branches as per defined norms.
- (b) Stay informed about industry best practices and emerging trends. Identify exposures to business threat/ local events, recommend and develop corrective plan as appropriate.
- (c) Evaluate/ formulate quarterly Audit/RCM finding & enabling control.

5. Stakeholder Management

- (a) Conceptualize Branch visit/ Branch connect to meet internal customer needs & measure its effectiveness.
- (b) Develop & implement stakeholder engagement plan.
- (c) Enable channels to foster collaboration, transparency, expectations & thus build credibility.
- (d) Evaluate routine feedback to improve future engagement & project outcome.

6. Digitalization Initiatives

- (a) Enable Technological adoption for process improvement to align with Business needs.

- (b) Projection for scalability & flexibility of selected technology to accommodate future growth.
- (c) Introduce digital tools for improved stakeholder experience.
- (d) Aims to have data driven approach & thus reduce manual approach & variability in processes.

7. Team Building & Development

- (a) Forecasting manpower planning & hiring process.
- (b) Timely Evaluation of team performance based on measurable parameters such as scorecard.
- (c) Identifying areas that need functional training & team building engagements.
- (d) Setting -up smart goals & clear demarcation of Roles & responsibilities for individual to perform. (Specific, Measurable, Achievable, Relevant & Time Bound)
- (e) Promote innovative thinking & participation to encourage team members to take lead roles/ additional responsibilities.

8. Processes improvement & SOPS

Enable process improvements in various areas such as Customer centricity, Manpower planning & rationalization, Cross border interaction, Risk Mitigation, Equipment control chart, Digitization and related methodology to streamline activities in-line with Business plan.

Qualifications and Experience:

Qualifications/ Education – Master/ bachelor's degree in any discipline. Certification in Facility Management or equivalent domain will be preferred.

Career Experience – Minimum 15+ Years exposure in Facilities Management of Branch Offices in BFSI sector will be preferred.

Skills/List of Attributes

1. Result Orientation with Execution skills
2. Negotiation Skills.
3. Communication & Interpersonal Skills.
4. Decision Making & analytical skills.
5. People Manager.