

BE THE VISIONARY WHO LEADS OPERATIONAL SUCCESS

HEAD OF OPERATIONS

Union Bank is seeking an experienced and dynamic individual to join the leadership team as Head of Operations reporting directly to the Chief Executive Officer of the bank. As a key executive, the successful candidate will drive operational excellence, strategic planning, and innovation across banking services. The position requires a visionary leader with a proven track record in operations management, a deep understanding of the banking industry, and the ability to inspire and lead high-performing teams.

If you are passionate about transforming operational strategies and enhancing customer experience, we invite you to be a part of our progressive and growth-oriented institution.

Core duties and responsibilities :

- ▶ Develop and execute operational strategies to drive efficiency, growth, and profitability across all banking operations.
- ▶ Oversee process optimization, ensuring best practices in operational workflows and service delivery.
- ▶ Ensure all operations comply with regulatory requirements and internal policies, while proactively managing operational risks.
- ▶ Drive the integration of innovative technologies to streamline operations, enhance customer experience, and support digital transformation initiatives.
- ▶ Establish and monitor key performance indicators (KPIs) to track operational performance, identify areas for improvement, and ensure alignment with business goals.
- ▶ Collaborate with cross-functional teams, senior management, and external partners to support strategic initiatives and achieve organizational objectives.
- ▶ Champion a customer-centric approach in all operational activities, ensuring the highest standards of service quality and satisfaction.
- ▶ Lead, mentor, and develop a high-performing operations team, fostering a culture of excellence, collaboration, and continuous improvement.

Candidate Profile :

- ▶ Banking professional with experience and good working knowledge of centralised operations including Treasury and Card operations.
- ▶ Experience as Head of Operations in a Bank/Financial organisation.
- ▶ In-depth knowledge of the practical and technical aspects of retail, SME and commercial banking and/or the broader financial services sector.
- ▶ Extensive knowledge and understanding of industry trends and best practices, able to apply knowledge to direct priorities within the business/functions.
- ▶ Possess the credibility and gravitas to work effectively as a member of the senior management team and influence effectively at stakeholder level including board and shareholder presentations.
- ▶ Post graduate degree and/or professional qualification in Banking, business, finance or related discipline.
- ▶ Demonstrated ability to build and lead a team of professionals, setting clear direction and engaging with colleagues and business partners to deliver at pace.

Rewards

The right candidate can look forward to an attractive remuneration package inclusive of staff loan benefits at concessionary interest rates and career prospects.

Applications must be forwarded through, to jobs@unionb.com with the names of two non-related referees on or before 24th June 2024. The email subject line must state as Head of Operations. All applications will be treated with strict confidence.

We are an equal opportunity employer

WWW.UNIONB.COM

UNION BANK Transforming Lives

Head Office: No. 64, Galle Road, Colombo 03
Fitch BBB- (Ka) | PB 676 PQ
Union Bank of Colombo PLC is a licensed Commercial Bank supervised by the Central Bank of Sri Lanka