

Job Advert Details

Why Join Us

Fraud Operations is an integral part of Credit Control Services. The department deals with Fraud Detection, Prevention and Mitigation and constantly works towards combating financial fraud and protecting the Bank and our customers from losses. The team supports most of the global businesses across all regions of the group.

What You Will Do

- Lead and manage the Fraud Operations team in GSC Colombo, Sri Lanka.
- Ensure delivery of best in class service standards as agreed with the business stakeholders.
- Drive a risk management culture and continuously support efforts to mitigate operational risks.
- Drive high levels of productivity amongst teams and support various process efficiency and cost reduction objectives of the business.
- Ensure people engagement, escalation management and career progression of your teams.
- Be a positive role model and support the Fraud Ops leadership team to deliver key objectives.

Qualifications

What you will need to succeed in the role:

- Diploma or degree in any discipline
- Strong leadership skills
- Strong relationship management skills with the ability to manage and engage multiple stakeholders, understand their expectations, negotiate in situations of conflicting interests and influence key decision makers in a positive manner
- Highly effective in working with all levels of management and staff and able to work and influence decision making in a matrix environment
- Strong communication and presentation skills – both verbal and written
- Ability to analyse large amounts of data efficiently, draw conclusions on what the data means and decide actions required
- Resourceful - ability to leverage resources available to achieve goal.
- Experience in managing Contact Centre, Risk, Payments and Investigation Operations will be preferred.

What additional skills will be good to have?

- Proven ability to prioritise workload effectively in line with business priorities.
- Reporting and MS Office skills
- Knowledge of Fraud Operations
- Operates effectively across cultures and in multi-cultural diverse work environments
- Experience of working with multiple regional teams desirable.

Want to apply?

- All applicants must have successfully completed their probation period.
- All applicants must have a minimum performance rating of Good and behavior rating of Good in the last year end appraisal.
- All applicants should have served at least 18 months in their current functional role and department.
- Applicant should inform their Line Manager prior to applying.
- Application form should be submitted on CareerLink along with their updated CV.
- All the completed applications should be submitted on CareerLink by 11:59 PM on the closing date.
- Applicant should not be previously declined for the same position within the last 6 months on the date of submission of their application & the time of selection.
- Applicant should not been on ANY form of Corrective Action within the last 6 months from the date of application.
- Right to work is required. Local employment rulings and restrictions will apply.
- Applicants who meet the required minimum score at the interview may be placed in a pipeline for a period of 3 months to fill any vacancies which may arise for the same position during the immediate 3 months from the IJP closure date. The final decision to place an individual in the pipeline rest with the business head concerned.
- Applications of candidates who do not adhere to guidelines during any technical assessment that is conducted as part of the selection process will be disqualified and not progressed thereon.