

<b>Position</b>	<b>Assistant / Deputy Manager - Operational Risk Review</b>
<b>Job Description</b>	<p><b><u>Operational Risk Review - BGSS</u></b></p> <p>The person will need to seek strategic advisory support from the Head of ORR and ensure implementation of best practices for the ORR vertical by :</p> <ul style="list-style-type: none"> <li>• Driving ORR Monitoring initiatives using industry best practices.</li> <li>• Strengthen the applicable Risk Frameworks and review mechanism.</li> <li>• Enhance Reporting dashboards and analytics capabilities</li> </ul> <p>Being an all encompassing vertical which reviews and monitors the most critical aspect of Risk across the organization, the role holder should recommend and implement solutions that bring about change by mitigating risk and deliver Client Excellence.</p>
<b>Role &amp; Responsibilities</b>	<p><b><u>Roles and Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Defining and Periodic reviews to improve mitigation of risk.</li> <li>• Responsible for Managing the monitoring/auditing, preparing and providing adequate feedback to ensure process compliance</li> <li>• Ensure adherence to quality norms as per agreed specification, also internal policies, procedures, and compliance regulations are being followed</li> <li>• Own and drive the daily update to ensure knowledge level of team pertaining to ‘Risk’, ‘Compliance’ is continuously updated</li> <li>• Identify improvement opportunities, develop and drive appropriate action plans for containment and mitigation of Risk.</li> <li>• Identify and coach internal customers by being part of training programmes as a Subject Matter Expert.</li> <li>• Partner with Operations and streamline / enhance metrics</li> <li>• To identify core issues basis Quality audits / Concurrent Audits / Quarterly Audits.</li> <li>• Identify Process gaps, provide recommendations and drive improvement</li> <li>• Regular feedback to employees and Ops teams to enhance the overall customer experience regarding Operations.</li> <li>• Identify Root causes and share Analysis through reports presentations</li> </ul>
<b>Job specific skills</b>	<p>Applicants should possess the following attributes:</p> <ul style="list-style-type: none"> <li>• 6 Years’ experience of working in the BFSI domain.</li> <li>• Relevant experience in Branch Audits, Risk Audits, Branch Operations etc.</li> <li>• Understanding of Process / Operations Audits, Risk Frameworks.</li> </ul>

	<ul style="list-style-type: none"> <li>• Excellent verbal, written Communication skills</li> <li>• Eye For Detail - Ability to identify potential failure modes</li> <li>• Analytical and Problem solving ability</li> <li>• Good interpersonal skills</li> </ul>
<b>Educational Qualification</b>	Graduation from a recognized educational institution in India / Overseas Professional qualifications in the areas of Risk, Auditing, Quality Management, Six Sigma will be an added advantage.
<b>Minimum Experience</b>	Minimum of 6 Years of experience
<b>Location of posting</b>	GIFT City, Gandhinagar. The candidate(s) may be deputed to work with team(s) with the organization / any subsidiary of the parent organization if and as deemed necessary.