

Job Description - Chief Operating Officer (COO)

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| Position | Chief Operating Officer for Baroda Global Shared Services |
| Overview | <ul style="list-style-type: none">• The position of a COO for the Baroda Global Shared Services will be responsible to drive growth, lead, drive a customer centric Shared Services organization that is synonymous with high quality service levels, efficiency, and cost improvement.• The stated mission is to create best in class services center in India – for local and global operations, finance, technology support to the bank and its customers.• Incumbent will also be responsible for supporting the overall strategy, transformation, and change management efforts.• Contribute to developing enterprise’s overall strategy, lead alignment & integration with enterprise. |
| Roles and Responsibilities | <p>Primary activities include, but are not limited to:</p> <p>The incumbent will be responsible to spearheaded and established strategic direction for further development and growth of the existing Shared Services business of the Bank. Will be accountable for growth, building strong leadership team and creating adequate infrastructure nationally to deliver services effectively and efficiently.</p> <ul style="list-style-type: none">• Define an innovative and differentiated business strategy and drive execution of the strategy.• Provide overall direction and guidance to the organization.• Guide the day-to-day operations, and assure a smoothly functioning, efficient organization focused on quality and organizational stability through enhancement of standards and controls, systems, and procedures.• Collaborating with business functional leaders to identify opportunities to improve processes or address missing processes.• Collaborating with senior and/or executive management to create structures that aid in meeting policy requirements to meet their strategic direction.• Drive Continuous Improvement, Innovation, automation, and process reengineering across teams• Continuously improve operations through industry benchmarking and implementing best in class practices• Hire high quality, exceptional talent to grow the team and build presence.• Identify opportunities for increased efficiency and improved service to internal and external clients and implements positive change within the business unit.• Assure a work environment that recruits, retains, and supports quality staff.• Ensure appropriate organizational structure to support the development and management of all personnel. |

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| | <ul style="list-style-type: none"> • Build a high performance/ high productivity work environment by maintaining effective managerial practices. • Work closely with the leadership team to develop and execute an overall strategic plan for the SSC including common cross functional goals for talent movement, process efficiencies and overall optimization • Design and implement the operating model to ensure better control and effective management of operations resulting in quality delivery across geographies. • Transition large number of processes including P & L impacting processes • Conceive and implement technology solutions to drive efficiency in operations. • Care, ensure sustained, consistent customer excellence. • Foster a strong teamwork environment. • Define, design and program manage implementation of business solutions for operational procedures, branding, locational strategy. • Contribute to the overall leadership and management of the company and a successful environment for all Executive Team members. • Provide leadership at the industry level to build relationships and further the Bank of Baroda brand. |
| Job specific skills | <ul style="list-style-type: none"> • The successful candidate will be a seasoned professional in the financial services industry with demonstrated expertise in the Operations & Service Delivery, Governance Risk & Compliance, Policy Management and Business Planning & Analysis. • Someone with a proven track record with client relationships, and success as a leader and general manager. • The incumbent should have a minimum of 18 - 20 years of experience with deep financial services knowledge on products, structure, functions, and operations. • He / She should preferably have at least 8-10 years of leadership experience in SSCs of Financial Services institutions <p>Additionally, He/ She will need to be a:</p> <ul style="list-style-type: none"> • Commercially savvy leader, who has been involved in building a FS SSC with deep transformation experience and proven track record of managing and influencing multiple stakeholders. • Track record of conceptualizing, designing, building, and scaling up large operations centres, with focus on process resilience, quality & customer service, work force management and risk management. • Strong process mindset, with change management, influence, and business transformation skills. • Dynamic, result-oriented, and decisive leader. • Proven success in strategy, planning and execution of business plans. • Change-driver focused on innovation in technology, operations, and business, with the strategic vision to capitalize on emerging opportunities. • Business Leader possessing excellent communication skills, able to establish sustainable relationships with board, employees, customers, suppliers, and regulators. • Ability to work across multiple geographies, locations, and cultures; strong, process, financial and business acumen. • Ethical management and integrity; Established local connections and networks. • Seeks to understand the firm’s culture and values and strives to role model embed and inculcate these in the workforce. |

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| | <ul style="list-style-type: none">• Exhibits well-developed listening, speaking, and writing skills to share information, perspectives, and opinions with others.• Works collaboratively and leverages individual talents in support of Bank of Baroda goals.• Should also demonstrate a high level of emotional quotient as well as courage and resilience. |
| Education | A Bachelor's degree or equivalent. MBA/ Post-Graduate / an advanced degree will be added advantage |
| Location | Gift City, Gandhinagar |