



## Example of Head, Operations Job Description

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Our company is hiring for a head, operations. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

### Responsibilities for head, operations

- Evidenced success in reducing service impacting incidents and in building and delivering against service improvement plans
  - You will have successfully managed key supplier relationships, both internally and externally to assure client service delivery
  - You will be accustomed to effectively communicating at all levels, adapting your style accordingly
  - This role will be responsible for ensuring that operational matters are processed according to procedures as per the Branch's manuals and within the framework of the local regulations and group policy
  - You will also initiate and take responsibility of the review on the Operations Framework/Systems annually
  - Finally, you will establish and ensure compliance with proper internal control procedures to mitigate risks, fulfil audit and regulatory requirements
  - Manage unsecured lending risk operations teams migrated to the FLoD – underwriting, credit bureau monitoring
  - Oversees relationship with key internal partners
  - Oversee performance of Cards key internal partners and 3rd party vendors against SLAs and other key performance metrics
  - Ensure compliance of internal partners and 3rd party vendor activities against relevant internal and regulatory standards, including coordination of internal and regulatory exams
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- Knowledge of Digital processing and the associated demands
- An enthusiasm for delivering excellent performance
- The interpersonal skills required to build credible, long term relationships with clients, colleagues and partners
- A suitably analytical approach, the ability to critically evaluate ideas and information, select relevant data, and identify key trends, issues, problems and solutions
- A demonstrable concern for results and achieving goals, with high standards of performance and a desire to improve on previous performance levels
- Able to motivate and inspire teams of people, leading by example