



Example of Resolution Manager Job Description

Powered by www.VelvetJobs.com

Our company is growing rapidly and is searching for experienced candidates for the position of resolution manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for resolution manager

- Provision of advice and support for any customer issue prior to going to FOS with a view to ensuring early resolution, including contributing to knowledge management development for all complaint teams
- Stakeholder management and provision of actionable insight
- Coaching, monitoring and supervision of direct reports to ensure they have the skills and knowledge to perform their role – ensuring effective implementation of people leader fundamentals
- Responsible for management of overall timeline, risks and issues associated with Plan production
- Responsible for planning and budget for RRP Team
- Lead the development and maintenance of effective relationships with Business Units as assigned and ensure the timely delivery of plan content that complies with relevant regulatory requirements and meets senior management expectations
- Interface with the other RRP team leads, senior management, business units and other key stakeholders to gather resolution plan content or address issues, questions, or concerns in regards to resolution planning or regulatory direction as required
- Negotiate with stakeholders on content and timelines as required to ensure resolution plan content supports the global and/or US strategy for resolution and recovery planning
- Ensure presentations to regulators and senior management on various RRP related issues and concerns as required are developed with a controlled

- Collaborate with other team leads on setting strategy for delivery of US resolution plan that ensures meeting regulatory requirements and senior management expectations

Qualifications for resolution manager

- Lead and oversee ~ 15 RS Process Control analysts across two sites
- Ensure process controls are in place for ~ 95 RS CTCs and job aides include relevant CTCs
- Perform proactive impact analysis of business changes such as MICN in order to ensure business continuity
- Coach and develop process control team managers to improve performance and meet goals
- Influence across organizational boundaries to ensure back office processes are understood
- 4+ years back office or process management/process improvement experience