



**Job Title:** Manager – Operations (BAANKNET Project)

**Location:** Mumbai, India

**Department:** Operations

**Reports To:** Assistant Vice President – Projects

**Job Type:** Full-Time

### **I. Position Summary:**

The Manager – Operations will be responsible for driving the overall efficiency, productivity, and quality of operations within the BAANKNET project. The role demands strategic thinking, process optimization, risk management, and strong coordination with internal stakeholders to ensure seamless execution of operational goals in alignment with the company's vision and objectives.

### **II. Key Responsibilities:**

#### **Operational Strategy & Execution**

Develop and implement effective operational strategies, policies, and procedures to drive organizational efficiency and achieve performance targets.

#### **Process Improvement**

Identify bottlenecks and areas for improvement; implement Lean, Six Sigma, or Kaizen methodologies to enhance operational workflows, reduce costs, and improve service quality.

#### **Performance Monitoring**

Track key operational metrics and KPIs; analyse performance trends and initiate timely corrective actions to ensure achievement of project and organizational goals.

#### **Risk Management**

Identify potential operational risks; design and implement robust risk mitigation plans to ensure smooth functioning and business continuity.

#### **Stakeholder Collaboration**

Foster strong coordination and communication with internal teams, external vendors, banking partners, and other stakeholders to ensure alignment and timely delivery of project milestones.

### **III. Required Qualifications:**

#### **Education:**

Postgraduate degree in Business Administration, Operations Management, or a related field.



**Experience:**

Minimum 5 years of experience in operations management or a similar role, preferably within the fintech or financial services industry.

**IV. Key Competencies:**

**Analytical Thinking**

Excellent analytical and problem-solving abilities; adept at using data to make informed decisions and drive operational efficiency.

**Process Improvement Expertise**

Familiarity with Lean, Six Sigma, Kaizen or equivalent process improvement tools and practices.

**Communication Skills**

Strong verbal and written communication skills; ability to convey complex information clearly and collaborate across departments and levels.

**Organizational Skills**

Exceptional time and project management abilities; capable of managing multiple priorities under tight deadlines.

**Adaptability**

Comfortable working in a dynamic and fast-paced environment; able to navigate ambiguity and change with confidence and agility.

**Technology Proficiency**

Experience with ERP systems, project management tools, and data analytics platforms commonly used in operational environments.

**V. Preferred Attributes:**

Experience managing banking-related projects or regulatory initiatives.

Prior exposure to e-auction platforms or fintech ecosystems.

Certifications in Six Sigma, PMP, or relevant operational frameworks.