

Pan Asia Bank, The Truly Sri Lankan Bank, with over twenty-seven years of experience in the Banking Industry, is on an ambitious growth trajectory. The Truly Sri Lankan Bank was recognized at the National Business Excellence Awards organized by the National Chamber of Commerce of Sri Lanka with two prestigious awards: the Runner-up Award for the Banking Sector and the Merit Award for Corporate Governance. These awards are a testament to strong financial/business fundamentals and how well the bank has laid a framework to mitigate any risks. In addition, Pan Asia Bank was also awarded 'Best Employee ESG Program of the Year 2022' by Global Banking & Finance Awards UK. It was also honored by LMD as one of the top 15 'Most Awarded Entities' in Sri Lanka, while being among LMD's 'Most Respected Entities' and Business Today magazine's Top 40 Business Entities in Sri Lanka.

We are looking to handpick a dynamic, results-oriented and highly motivated individual to join us on this exciting journey and to make a positive contribution as a valued member of our growing organization.

ASSISTANT GENERAL MANAGER

OPERATIONS AND ADMINISTRATION

Job Profile:

Duties relating to Central Operations/Branch Operations:

- Drive appropriate operational structure to improve efficiency and controls within relevant units
- Identify and review process inefficiencies in order to achieve higher turnaround time with minimum lapses
- Minimize operational losses / lapses via correction of root causes and taking appropriate action against repeat offenders
- Review critical processes and ensure that service level agreements and standards are met
- Maintain satisfactory audit ratings and ensure compliance of regulatory/internal requirements in all branch and departments under purview
- Ensure operational & fraud losses and lapses are minimized bank wide
- Assist in bringing in down the bank wide Cost: Income ratio to mid Fifties by managing cost of the departments under purview
- Visit branches regularly and organize regular team meetings
- Contribute effectively to CMT to ensure bank operations are well managed

Duties relating to Administration/Premises:

- Responsible for all Administration and Procurement work of the Bank such as managing procurement relating to premises, insurance, stationary and consumables etc.
- Ensure all administration / premises related activities of the Bank are up to date and no pending work at any given time
- Follow up with CBSL Authorities of new branch openings and expedite branch opening related work when required
- Proper management of the cost related to Administration and Management of premises

Duties relating to Credit Administration Unit:

- Responsible for entire post sanctions activities including maintenance of quality norms, services by the team, improving productivities, managing operational risk by ensuring adherence to credit policy and regulatory requirement
- Deliver Credit Admin Services within the stipulated time frame and improve level of services in terms of quality and speed through discussion with relevant parties
- Minimize bank's risk through disbursement of facilities with complete documentation and minimize revenue leakage
- Securing the quality of the security documents in line with prevailing directions, circulars and guidelines
- Provide inputs to Credit Risk and Branch Credit Departments to bring new guidelines to safeguard the interest of the Bank.
- Responsible for improvement in work process and flows ensuring cost effectiveness along with devising the most cost-efficient work flow and implementation of the internal guidelines on various operational and process and policy measures

Candidate Prerequisites:

- Age between 50 – 55years is preferred
- Should be an Associate Member of the Institute of Bankers Sri Lanka (AIB) and possession of a Bachelors/Master's degree in Banking/Accountancy from a reputable institution is preferred
- Above 20 years managerial experience in branch banking including a minimum of 8 years proven and progressive senior managerial experience at a Commercial Bank
- Ability to translate local regulatory requirements into routine operations and thorough knowledge of Operational routine, Cash Management, Account Services, Clearing and General Administration of Banks
- Understanding and application of International Best Practice in all areas of Operational Banking with ability to drive efficiency and effectiveness through recognized improvement approaches
- Ability to plan & prepare the strategy and annual budget requirements for the operational environment
- Analytical and practical understanding of workflow, capacity planning / optimization and process implementation
- Proven leadership and people management skills with a high level of commitment and enthusiasm
- High level of influencing & interpersonal skills, relationship building, negotiation, problem solving & trouble shooting with a metrics driven mindset

Remuneration:

The successful candidates will be provided with an attractive remuneration package including fringe benefits, commensurate with industry-standard and will be placed in an appropriate grade based on the level of competencies and experience.

Please forward your resume within 07 days of this advertisement, stating contact details of two non-related referees, to careers@pabcbank.com indicating the position applied for in the "Subject" line. Information forwarded by you shall be treated strictly confidential and referees shall be contacted with your consent.

**Head of Human Resources,
Pan Asia Banking Corporation PLC
No 450, Galle Road, Colombo 03**