

# JOIN THE MOST AWARDED BANK IN SRI LANKA



With an enduring vision of being the most technologically advanced, innovative and customer friendly financial organization, we, the Most Awarded Bank in Sri Lanka, continue to progress steadily while being the first Sri Lankan bank to be listed amongst the Top 1000 Banks in the World.

Our unparalleled record of success is supported by an unmatched suite of digital offerings and superior standards in service, stability and performance. We are poised to ascend to even greater heights in the near future.

## Head of Retail Banking Transformation

### JOB PROFILE

- Lead the Bank's Digital Retail Bank transformation programme, crafting a customer-centric, digital-first strategy to drive exponential growth in retail disbursement and profitability. Defines the strategic vision and embeds international best practices from advanced markets such as Australia, Japan, and Asia.
- Establishes robust governance structures and spearheads an Activist Transformation Management Office (TMO), operationalizing initiatives through Agile methodologies. Acts as the central authority for programme prioritization, resource allocation, and corrective interventions.
- Champions innovation by challenging legacy assumptions, introducing disruptive practices, and ensuring organizational agility to adapt to evolving market dynamics and customer expectations.
- Builds and nurtures strategic relationships with C-level executives and sponsors across operations, engineering, finance, marketing, and product teams. Drives alignment of stakeholder KPIs with transformation objectives to ensure cohesive execution.
- Collaboratively coordinates with globally reputed consulting partners to ensure optimal delivery of project implementation, leveraging their expertise to accelerate transformation outcomes. Brings extensive global exposure and cross-market experience, enabling the infusion of international perspectives and benchmarking against world-class standards.
- Operates within a structured, compliance-driven environment, balancing visionary thinking with disciplined execution. Leads enterprise-wide change adoption, embedding transformation across business units while adhering to regulatory standards and internal controls.

### APPLICANT'S PROFILE

- Bachelor's degree in Business, Finance, Engineering, or a related field from a recognized University or full qualification in CA Sri Lanka / CIMA / ACCA or equivalent. An MBA Would be an added advantage.
- Over 15 years of experience managing large-scale product, operations, and transformation projects in complex matrix organizations. Includes 12 years in Online or Global Operations Program Management and 10 years in senior global leadership roles.
- Proven track record of delivering financial services transformation programmes with budgets exceeding USD 25M. Prior exposure to retail banking operations and digital retail transformation is a distinct advantage.
- Demonstrated success in leading diverse, cross-functional teams and mentoring senior managers to drive performance and change adoption across business units.
- Strong strategic thinking and programme management capabilities. Excels in managing multiple simultaneous initiatives and conveying complex concepts to senior executives and stakeholders with clarity and influence.

**Expatriates who have relevant experience and are willing to relocate are encouraged to apply.**

Successful candidate will be provided with an attractive remuneration package, commensurate with benchmarked financial institutions.

**Interested candidates are invited to apply for the position, all applications should be routed through our corporate website.**

**To apply, please visit,**

[www.combank.lk](http://www.combank.lk)



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 **COMMERCIAL BANK**