



HEAD OF OPERATIONS

We are seeking a dynamic and visionary leader to provide strategic direction to the Bank's Operations Function. The selected candidate will plan, direct, and supervise the entire operational ecosystem of the Bank to ensure efficiency, compliance, and service excellence.

DUTIES AND RESPONSIBILITIES

- Oversee all central operational functions including the Central Processing Unit, Clearing, Cash, and Account Maintenance, ensuring high performance of these units to deliver superior service quality across the bank
- Collaborate with senior management and Business Heads to develop, execute, and refine operational manuals, internal circulars, and workflows in alignment with bank policies
- Proactively evaluate, reengineer, and automate processes to enhance system efficiencies and minimize costs, while mitigating risks and leveraging industry best practices to drive continuous improvement
- Work closely with Retail Banking leadership to provide training and operational guidance to Branch Operations personnel.
- Oversee control functions, including reconciliation processes, to ensure accuracy and financial integrity
- Represent the bank's operational interests across board sub committees, and regulatory forums while executing directives from local authorities like the CBSL and IRD and ensuring bank-wide compliance with Personal Data Protection Act (PDPA) standards
- Oversee the customer charter and manage the end-to-end customer complaint resolution processes
- Manage bank premises, logistical operations, and User ID administration processes to ensure key support units operate effectively and efficiently

EXPERIENCE AND QUALIFICATIONS

- A degree in Management, Finance, Banking, or equivalent professional qualifications
- 10–12 years of experience in Banking operations with at least 3-5 years in a senior role
- A profound understanding of Banking operations and regulatory requirements
- Proven leadership, decision-making, and people management skills
- Excellent communication & analytical skills
- A result-oriented mindset with excellent implementation skills

Interested candidates are invited to forward their CVs to career@cargillsbank.com mentioning the post applied for, in the subject line of the email on or before **12th August 2026**.

Head of Human Resources

Cargills Bank PLC,

No. 696, Galle Road, Colombo 03. Tel. 011 7 640 640



Fitch Rating A(Ika)

www.cargillsbank.com f @ in v d

Cargills Bank PLC is a licensed commercial bank supervised by the Central Bank of Sri Lanka

