



Ready to take the next step in leadership?

At Seylan, we help everyone unlock their best potential. As a part of our team, we can pave your path forward, to secure your place among the future bankers of our country.

Assistant Manager – Monitoring of Outsourced Business Operations

Job Responsibilities

- Conduct the annual review and implement policy on outsourcing of business operations.
- Maintain a complete and up-to-date central register of all outsourcing arrangements within the scope of CBSL Direction No. 1 of 2026 on outsourcing of business operations of licensed banks.
- Prepare the annual CBSL return on outsourcing services and submit it to CBSL within the given time frame.
- Prepare periodic reports and dashboards on outsourcing status, key risks, complaints, performance issues and regulatory compliance for the management and relevant committees.
- Handle documentation and record keeping of all outsourcing-related documentation (approvals, contracts, due diligence, NDAs, BCPs, audit reports, regulatory correspondence).
- Maintain records of KYC and due diligence on outsourced service providers (financial strength, capability, risk management, IT security, BCP / DR, legal compliance).
- Support business units on proposed and existing outsourcing arrangements (e.g., what can/cannot be outsourced, documentation standards, risk controls), drawing on CBSL Directions and internal policy.
- Review outsourcing contracts / agreements for compliance with CBSL Directions (audit rights, termination, subcontracting, confidentiality, BCP, reporting).
- Continuously monitor service provider performance against SLAs / KPIs and track deliverables, costs, volumes, complaints and financial / operational conditions through MIS.
- Log, track and follow up on customer and internal complaints linked to outsourced services and ensure timely remediation and escalation where required.
- Coordinate BCP / DR oversight for outsourcing, including annual testing / assurance of service providers' BCP / DR arrangements, review test reports and track remediation of deficiencies.

The Person

- Minimum of 7 years of experience in banking with exposure in handling vendors / service providers or branch clients.
- A full or part qualification in Banking / Finance.
- Bachelor's degree in Banking / Financing from a recognized university would be an added advantage.
- Sound knowledge in CBSL guidelines.
- Pleasing personality possessing excellent communication skills.
- Ability to work under pressure and meet strict deadlines.

If you fulfill the above criteria, we invite you to email your cv along with a recently taken photograph to careers@seylan.lk within 7 days of this advertisement.

Only the shortlisted candidates will be contacted by Seylan HR

Embrace courage. Unlock greatness.

