

## **Job Title : Project Lead, Credit Approval and Credit Operations process re-engineering**

### **OVERALL PURPOSE:**

- ◆ To lead, facilitate and manage the Credit Approval and Credit Operations re-engineering project.

### **RESPONSIBILITIES:**

- ◆ Plan and scope the credit approval and credit operations process re-engineering project.
- ◆ Plan and organise project resource such as hiring/recruitment of project management team and source for project team and task force working areas and equipment.
- ◆ Engage with key stakeholders like IT, Banking Operations, Credit Approval and Credit Operations to form the working task force.
- ◆ Facilitate sessions with front-line credit sales, credit approval and credit operations to identify issues and challenges and validate data related to credit approval and credit operations.
- ◆ Monitor, track and execute re-engineered processes and take corrective actions against plan. Validate robustness and stabilisation of new processes.
- ◆ Design “end to end should be” credit approval and credit operations processes and their respective implementation plan.
- ◆ Work with Credit Approval and credit Operations stakeholders for handover from project to actual operations.
- ◆ Conduct post implementation monitoring and reporting and conclude the re-engineering project with an Executive Summary presentation to the Senior Management team.

### **QUALIFICATIONS REQUIREMENTS:**

- ◆ Bachelor Degree in education, Finance and Banking or related fields
- ◆ Minimum 3 year-experience in credit sales & marketing, credit approval and credit operations processes in the branch or at HO level.
- ◆ Credit Operations and marketing, experienced as a trainer is a plus
- ◆ Proficient computer skills in Microsoft Office, PowerPoint, Outlook, and Excel
- ◆ Experience in project management, group facilitation and exposure from different banks credit approval and credit operations processes will be an added advantage.
- ◆ Good interpersonal, verbal and written communication skills
- ◆ Organized, disciplined and able to multi-task
- ◆ Able to analyse problems and issues for better solution

### **Contact Info:**

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