



JOB DESCRIPTION			
JOB TITLE:	DEPUTY MANAGER OPERATIONS	REF NO:	
REPORTS TO: (Job Title)	HEAD CUSTOMER SERVICES AND OPERATIONS (RETAIL BANKING)	START DATE:	2012
DEPARTMENT:	LIABILITY OPERATIONS AND CROSS SELL	DIVISION:	RETAIL

1	JOB ROLE
	Develop processes and manage projects relating to retail operations
2	JOB RESPONSIBILITY
	To assist the Head of Liability, operations and Cross sell projects relating to retail operations
3	JOB TASKS
	<ul style="list-style-type: none">• Process design and improvements for processes – Experience in designing process, writing process notes and process manuals across Retail operations and Branches.• Understanding of local Payments – Good understanding and experience in managing local and international payments like CHAPs, Faster Payments, SWIFT and Direct Debits.• Controls – Understanding and able to manage controls of Retail branches and operations units to reduce operational risk.• Projects- Managing various operations related Projects.• Change Management- Understanding and working in close coordination with Technology team for systems related projects. Should be able to write Business requirement document for system, coordinate and handle User Acceptance Test(UAT) for change request given to technology.• Understanding of Retail branch operations.• Withholding Tax- This is not mandatory but will be added advantage. Understanding of annual HMRC withholding tax returns for Retail bank.
4	SKILLS
	<ol style="list-style-type: none">1. Good written communication2. Ability to perform task on short notice



	<ul style="list-style-type: none">3. Good presentation skills4. Coordination with key stake holders
5	OTHERS