

<b>Grade:</b>	Deputy Manager			
<b>Business:</b>	Retail Operations	<b>Department:</b>	Retail Operations	<b>Sub-Department:</b>
<b>Location:</b>	PAN India			

### About Axis

Incorporated in 1994, Axis Bank is one of India's most trusted banks & the third largest in the private sector. At Axis Bank, customer centricity has always been the foundation of our business. Our efforts to address the requirements of a diverse customer cross-section are powered by robust infrastructure, advanced technology, a comprehensive monitoring & control framework & a large talent pool.

The Bank has a young & engaged workforce of over 70,000 employees, with an average age of 30 years. We are an equal opportunity employer & believe in empowering our employees by offering rich roles, learning opportunities & flexibility to chart their career, their way.

### About Department:

- *Opportunity to work on Large Scale Transformation Projects*
- *Hands on Experience in Cutting Edge Technologies like Robotics, Service Data Lake, RPA, etc.*
- *Retail Banking Exposure from onboarding to servicing*
- *Play a key role in the RO team which contributes to almost over 60% business for the bank*
- *Opportunity to work with seasoned banking experts leading to enriched learning experience*

### About Role

- *Work closely with the Ops Leaders right from project initiation stage to make sure the major operational aspects are covered*
- *Understand Axis Bank internal operations functions thoroughly*
- *Work with Leaders to establish the right process and governing mechanism for all operational risks*
- *Set up processes for controlling, assessing and monitoring all the Operation Transformation Projects of RBO*
- *Work with IT, Risk, Compliance, Business and other stake holders to roll out the implementation plan*
- *The role involves multiple cost saving program executed by all RO units, the person should co-ordinate with various internal Units of RO for multiple activities.*
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### Key Responsibilities

- End to End delivery of projects
- Project implementation Plan preparation
- Build strong Control, Governance and Risk Management framework
- Improvement in the operational process
- Drive meetings and presentations with top management of the Bank
- Identify opportunities to improve Customer Experience
- Improvement of BOHI, Reduction of TAT for the backend processes

### Role Proficiencies:

For successful execution of the job, the candidate should possess the following:

- Knowledge of banking products and services
- Knowledge of regulatory guidelines and norms
- Good communication (both verbal and written) skill in both English and the local language
- Ability to manage complex client situations
- Ability to manage risk and uncertainty for self and team within a dynamic priority-setting environment
- Ability to handle pressure and meet deadlines