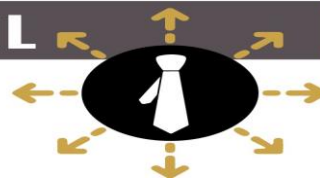


Career opportunity

..... Head of Operations

UFIL



Uttara Finance and Investments Limited, a joint venture leasing and financing company, registered as a nonbanking financial institution in the year 1995 with license from Bangladesh Bank to operate and transact all kinds of business as provided under the relevant laws. UFIL upholds its commitment towards the development of financial service sector by offering high quality services to the local entrepreneurs. With its continuous drive to improve, UFIL is well on track to be considered as one of the leading Financial Institutions of the country.

Job Responsibility:

- Act as a member of the Bank's MANCOM, ALCO, BORC, and Human Resources Committees, take a proactive role in influencing policy and the strategic direction of the FI;
- Assume responsibility for the FI's entire service delivery for all customers and as part of the senior management team contribute to the achievement of annual business plans and strategic objectives.
- Develop new and improved Service Delivery channels and any other additional channels that may be developed, which meet the needs of the customers to ensure the Company remains competitive;
- Put in place an MIS system that will enable continuous tracking of the department's performance, monitoring of customer satisfaction and provision of management reports
- Identify and develop new business locations and improve alternative service delivery channels to meet the needs of prospect customers and ensure the Company remains competitive
- Organize, develop and maintain front office operations and support structure, staffed by high caliber and well-motivated staff utilizing efficient, relevant and comprehensive processes to achieve superior delivery of customer service at all times.
- Manage Company's exposure to external and internal risks at the service delivery front, including but not limited to adherence to procedures, optimum cash management within set limits, and physical security of company staff and assets
- Manage a business continuity plan for service delivery.
- Manage projects within budgets, set timeliness and with required effectiveness and efficiency.
- Put in place a quality management system of international standards that ensures service quality.
- Continuously review services provided at the branch to ensure that customers receive services efficiently.
- Monitor the activities of key competitors to ensure that the Company is in a position to respond appropriately to protect existing business and generate new business.
- Creating strategies with senior management
- Developing policies that will correlate with strategies
- Reporting on operational progress.

Job Nature: Full-time

Educational & Experience Requirements:

- Master's degree in relevant professional qualification in banking and accounting from any reputed university.
- Full awareness and appreciation of profit dynamics in Banking / FI
- Minimum 10 years' experience in banking / FI operations
- Experience, awareness and appreciation of all aspects of balance sheet management in banking / FI;
- Proven leadership and people management skills with a high level of commitment and enthusiasm;
- Full knowledge of BOT's Act & various Regulations
- Solid knowledge of data analytics, strong mathematical literacy and excellent organizational and leadership qualities.

Additional Requirements:

- Ability to work under pressure and adapt to changes.
- Excellent written and verbal communication skills both in Bangla and English.
- Should have literacy in computer operation (Especially in MS Office and Various Software).
- Should be dynamic, energetic, self-motivated and self-organized with a positive attitude.
- Ability to work with Top Management.
- Leadership and Team Management skills.

<u>Age:</u>	<u>Job Location:</u>	<u>Salary:</u>
Up to 45 years	Tejgaon (Head Office), Dhaka	As per Company Policy

If you think that you are the right person we are looking for, please submit your updated resume in confidence with a detailed CV along with names and contact information of 2 (two) references, a cover letter supporting the qualification of the candidate for the position and a copy of recent passport size color photograph to **Head of Human Resources, Uttara Finance and Investments Limited, Uttara Centre (4th floor), 102 Shahid Tajuddin Ahmed Sarani, Tejgaon, Dhaka-1208** or apply through **e-mail: hrd@uttarafinance.com by January 25, 2023.**

UFIL is an equal opportunity employer. Persuasion of any kind will be automatically judged as disqualification.



UTTARA FINANCE
AND INVESTMENTS LIMITED

Integrated
business
solutions.