



## **Job Description – Chief Operating Officer (COO)** (Executive Vice President)

**Location:** Mumbai, India

**Organization:** PSB Alliance Pvt. Ltd.

**Tenure:** 3 Years (Extendable)

**Compensation:** Market-linked remuneration based on experience

**Reports to:** MD & CEO

### **About PSB Alliance**

PSB Alliance Pvt. Ltd. is a unique industry-led company promoted by 12 Public Sector Banks, providing shared digital infrastructure, innovative platforms, and governance-driven solutions for the entire PSB ecosystem. The company plays a transformational role in enabling scalable digital products, interoperability, fintech collaborations, customer experience enhancement, and industry-wide compliance frameworks across India's banking landscape.

### **Position Overview**

The Chief Operating Officer (COO) will serve as the strategic and operational leader responsible for driving execution excellence across all products, platforms, and service lines of PSB Alliance. This role demands deep expertise in banking operations, regulatory compliance, digital ecosystems, risk management, and stakeholder engagement with top-tier institutions.

The COO will ensure reliable and scalable operations, oversee large-scale digital platforms, optimize P&L performance, and steer multi-bank program execution by closely engaging with PSB CXOs, regulators, and fintech partners.

**Preferred Background:** CGM / GM-level executives from Public Sector Banks or similar BFSI/regulatory institutions.

**Age Limit:** Maximum 60 years as on 30-09-2026. Individuals retiring up to 30-09-2026 are eligible.

### **Key Responsibilities**

#### **1. Strategic Leadership & Organizational Management**

- Lead and drive the operation strategy of PSB Alliance in alignment with Board approved objectives.
- Drive sustainable profitability with focus on cost optimization and product profitability.
- The COO will be responsible for business and BRD documents. All new product developments, enhancements and modifications will be reviewed by COO.
- Act as an operational advisor to the Top Management for long-term strategy, business expansion, and new alliances.
- Ensure customer experience excellence across all digital and shared-service platforms.
- COO shall be responsible for the overall products, cyber security, internal audit, HR and Admin.



## 2. Operations Excellence & Service Delivery

- Establish and oversee enterprise-wide operational frameworks for, digital platforms, customer service, settlements, reconciliation, and vendor operations.
- Lead large multifunctional teams ensuring operational reliability, scalability, and efficiency across platforms.
- Drive automation, technology adoption, and process re-engineering initiatives for increased efficiency and cost reduction.
- Ensure high-quality SLAs, TAT adherence, and service continuity for PSBs and ecosystem partners.
- Strengthen partnership management with banks, fintech's, technology service providers, and other ecosystem participants.
- Responsible for product deliverables, ensure quality, act timely and resolve issues.
- Manage delivery of multiple projects across the organization
- Build and mentor strong operations team

## 3. Regulatory Compliance & Governance

- Ensure 100% compliance with RBI guidelines, statutory norms, security requirements, and industry-wide governance frameworks.
- Establish strong processes for information security, data privacy, IT governance, and cyber-risk controls.
- Liaise with RBI, NPCI, UIDAI, IBA, and other regulatory/statutory bodies for compliance matters and inspections.
- Ensure timely submission of regulatory/advisory reports and compliance dashboards to senior management and the Board.

## 4. Operational Risk Management

- Develop and refine Level -1, Operational Risk Management Framework with proactive control mechanisms.
- Conduct periodic risk assessments, incident analyses, and risk mitigation planning.
- Oversee closure of internal/external audit observations and ensure robust governance across functions.
- Establish and report key risk indicators (KRIs) and control metrics to the Board and key committees.

## 5. Stakeholder Engagement & Industry Collaboration

- Represent PSB Alliance across 12 PSU Banks, regulatory meetings, and high-level stakeholder engagements.
- Present product, metrics & risk to Board and key committees.
- Manage escalations with professionalism and ensure timely resolution.

## 6. Vendor Management

- Ensure customization and enhancements are done as per scope and in timely manner
- Manage operating vendors like FOS, DSS, DST etc
- Work back with the product vendor to implement changes
- Manage deliveries of multiple projects across the organization
- Build and manage strong operating teams



### Key Skills & Competencies

- Exceptional leadership ability with demonstrated success in large-scale BFSI operations.
- Deep understanding of banking product operations, digital platforms, and regulatory frameworks.
- Strong strategic thinking with the ability to balance innovation, compliance, scalability, and financial discipline.
- Excellent communication, negotiation, and relationship-building skills.
- High analytical ability and proficiency in data-driven decision making.
- Strong vendor, partner, and stakeholder management proficiency.

### Qualifications & Experience

- MBA/PGDM or equivalent (preferred; not mandatory for PSB candidates with extensive experience).
- Minimum 25+ years of experience in Banking, BFSI operations.
- At least 7-10 years in a senior leadership role (GM/CGM or equivalent).
- Proven experience in digital banking products, compliance, risk management, and large-scale operations.

### Designation & Reporting

- **Designation:** Chief Operating Officer (COO)
- **Reports to:** MD & CEO

### What We Offer

- A pivotal leadership role impacting India's digital banking landscape.
- Opportunity to work directly with CXOs across 12 PSBs and national regulatory bodies.
- Dynamic, innovation-driven environment with exposure to large-scale digital transformation initiatives.