



**PSB  
Alliance**  
Transforming Together

## **Job Description – Head of Operations (Vice President/ Senior Vice President)**

**Location:** Mumbai, India

### **About PSB Alliance**

PSB Alliance Pvt Ltd. is a company promoted by 12 Public Sector Banks, providing common cutting-edge digital solutions, shared services, and innovative products to drive transformation in India's banking ecosystem. As a unique industry alliance, PSB Alliance plays a pivotal role in building scalable platforms for onboarding the fintech ecosystem, enhancing customer experiences, solving for industry issues and ensuring compliance with regulatory frameworks.

### **Position Overview**

We are seeking a highly experienced and strategic Head of Operations (Senior Vice President/ Vice President) to lead our Operations function, drive business profitability, and ensure operational excellence. The role requires strong expertise in business P&L management, product development, compliance, and large-scale operational execution, while building trusted relationships with our Public Sector Bank (PSB) stakeholders and regulatory authorities. CGM's / GM's having relevant experience will be preferred. Age limit would be maximum 61 years as on 31-12-2025. Those retiring up to 31<sup>st</sup> December 2025 are also eligible to apply.

### **Key Responsibilities**

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

- Participate in new product development and existing project management.
- Ideas for new products/ services
- Own and manage the operations budget for the company, ensuring sustainable profitability and cost effectiveness.
- Collaborate with stakeholders from 12 Public Sector Banks to define business priorities, strategy, and execution roadmap.
- Identify growth opportunities in digital products and shared services for banks and contribute meaningfully to enhancements in existing products and new product development.
- Ensure customer satisfaction and resolve customer issues and grievances proactively

**PSB Alliance Pvt Ltd.,**

Reg Off: Unit 1, 3<sup>rd</sup> Floor, "VIOS COMMERCIAL TOWER", Near Wadala Truck Terminal, Wadala East, MUMBAI 400 0037

Website:[www.psballiance.com](http://www.psballiance.com) E-mail:[psba@psballiance.com](mailto:psba@psballiance.com)

CIN: U74990MH2010PTC209208



## 2. Operational Risk & Compliance

- Develop, implement, and oversee a comprehensive Operational Risk Management Framework to ensure robust governance across all processes and business functions.
- Identify, assess, monitor, and mitigate key operational and compliance risks, ensuring adherence to RBI guidelines, statutory requirements, and internal policies.
- Establish proactive control measures and conduct regular risk reviews, incident analysis, and mitigation planning.
- Collaborate with internal audit, information security, and regulatory teams to ensure effective control implementation and timely closure of audit observations.
- Build a strong culture of risk awareness, compliance, and accountability across all levels of the organization.
- Maintain effective communication and reporting of key risk indicators (KRIs), compliance issues, and mitigation plans to the Board and senior management.
- Stay updated on regulatory developments, industry trends, and best practices in operational risk management and compliance governance
- Devise strategies to enhance operations and manage cost.

## 3. Operations Excellence

- Establish and oversee robust operations frameworks for banking and fintech products, ensuring reliability, scalability, and efficiency.
- Build and manage multifunctional team to deliver seamless services and engage cross functional stakeholders as required.
- Monitor operational KPIs and drive continuous improvement through automation, digitization, and process reengineering.
- Manage vendor and partner relationships to ensure timely and cost-effective service delivery.
- Ensure timely delivery and manage and monitor operations costs

## 4. Compliance & Risk Management

- Ensure full compliance with RBI guidelines, statutory requirements, and industry best practices.
- Develop strong governance frameworks for information security, data privacy, and risk controls.
- Collaborate with internal and external auditors, regulators, and compliance teams to address findings proactively.
- Drive awareness of compliance culture across the organization.



## 5. Stakeholder & Client Management

- Act as the key point of contact for 12 Public Sector Banks, ensuring their strategic and operational requirements are met.
- Foster collaboration and trust with CXOs and senior leadership of client banks.
- Provide regular business and operational updates to the Board and stakeholders.
- Manage escalations with professionalism, ensuring timely resolution.

## Key Skills & Competencies

- Strong leadership and people management skills with experience in managing diverse and multifunctional teams.
- Deep understanding of banking systems, digital lending products, regulatory frameworks, and compliance standards. Preferred experience would be in retail business or operations.
- Strong stakeholder management, negotiation, and communication skills.
- Analytical mindset with ability to drive data-driven decisions.
- Strategic thinker with ability to balance innovation and compliance.

## Qualifications & Experience

- MBA/PGDM or equivalent from a reputed institute (preferred, but not mandatory for candidates from Public Sector Banks with extensive leadership experience).
- 25+ years of experience in Banking, Financial Services, or Fintech Operations, with at least 5 years in a senior leadership role.
- Strong exposure to digital banking products, payments, and regulatory compliance.
- Demonstrated experience in managing teams & vendors and delivering operational excellence in banking or allied financial domains.
- Proven ability to work with or manage relationships with Public Sector Banks, regulators, and industry bodies.
- Excellent verbal and written communication skills.

## Designation & Reporting

- Designation: Vice President/ Senior Vice President – Head of Operations
- Reports to: Managing Director and CEO & Senior Strategy Advisor

## What We Offer

- Opportunity to lead operations at a company backed by 12 Public Sector Banks.
- A leadership role shaping the future of digital banking and fintech in India.
- Dynamic, innovation-driven work culture with exposure to large-scale impact projects.



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**Tenure**

3 years (Extendable)

**Compensation**

Market linked remuneration based on experience



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