



General Manager Operations

- ✚ **Drive Massive Change Program/Back & Front Office**
- ✚ **Leading Financial Services Group**
- ✚ **Circa \$200,000 OTE + Benefits**

Retaining a first class credit rating through the GFC and now officially ranked as one of the best financial institutions in the world, our client is a powerhouse in the region offering long term executive career avenue the envy of their competitors. A significant program of works now requires the leadership of a bullet-proof General Manager, capable of driving significant change across a full spectrum of people, process, technology and financial inputs, all critical to enhancing the millions of customer interactions managed every year.

This is your opportunity to showcase broad commercial wares across the front and back office, delivering genuine customer centricity throughout the enterprise whilst balancing a myriad of SLAs to satisfy a broad range of internal and external stakeholders including, ultimately, shareholders. You will work in a politically sensitive sphere where your decisions will impact tremendously on the livelihoods of literally hundreds of people. Should you be successful in delivering on this change program that carries high visibility across the group, your further career prospects are outstanding!

We seek applications from "stand-out" executives who probably profile as follows:

- ✚ A proven track record of delivering customer-centric processes and procedures across 300+ FTE operations across ideally back and front office customer interactions;
- ✚ Inspirational leadership qualities with clear capability for driving cultural change on a large and protracted scale and to reasonably formal methodologies;
- ✚ Significant pedigree and quantifiable success within the financial services industry (consumer or commercial loans protocols experience is the ideal);
- ✚ Ideally, experience within the BPO or Shared Services sector, off or onshore, through large scale "ramp up/down" scenarios under complex SLAs covering strategy through execution.

To apply in strict confidence, please click the "**apply now**" button attaching a brief and covering letter quoting **Ref. No. SOR/86237** or call **Scott Robinson** on +61 3 9909 7555 or **Greg Tanna** on +61 2 9947 9712 for further information.