

BFCBHRJ-078 – Head of Operations & IT | BFC Payments | Bahrain**About the role:**

The Head of Operations & IT is responsible for seamless and error-free end-to-end operations for the Products & Services introduced by the Company from time to time. He/She has to ensure that all processes related to Issuance of Prepaid Cards, Acquiring of Merchants, Third Party Processing, Mobile Wallets and other Fintech Products & Solutions are conceptualized, designed, developed and carried out efficiently.

Your Responsibilities:

- Work with external & internal stakeholders to ensure terms of service level agreements are met and the highest standard of quality service is delivered.
- Monitor the Turn Around Time (TAT) and ensure that TATs are as per SLAs. Work with various stakeholders to ensure adherence to processes and prepare status reports.
- Build relationships with key stakeholders in the business and Infrastructure functions to enable effective delivery of the operations strategy. Deliver weekly, monthly, quarterly, annual analysis, and metrics versus official targets.
- Ensure flawless process implementation resulting in highly effective Risk Control & Management.
- Effective troubleshooting as required to ensure seamless process flows.
- Research on new technologies and alternative methods for building operational efficiency.
- Continual monitoring and analyzing of competitor products, services, offers and activities, as well as detailed understanding of technological and operational trends.
- Adapting to the dynamic nature of the Payments Business and be the first in welcoming changes to build operational efficiency.

About You

- University Degree is a minimum, Master's degree in Project Management / Operations Management or MBA with Project Management specialization is preferred.
- Must have 8 – 10 years' experience in Foreign Exchange Company or Financial Service Industry in a management role and must have in-depth knowledge of Payments Solutions industry.
- Strong writing & verbal communication skills
- Strong leadership skills, excellent planning and organization skills and result-oriented
- Advance knowledge of MS Office