**Operations Manager North America and LATAM**

**Small World Financial Services Group**

**Purpose of role:**

Management of the business critical Omnex system ensuring the system is operational at all times, ensure the smooth and swift resolution of incidents, effective communication of information/system updates & delivery of the company’s safeguarding responsibilities.

**Role details:**

* Management of Service disruption, including effective and timely communications (internally and with external parties as necessary). Ensure incidents are managed/escalated by the Operations team as appropriate and when required, represent the Operations teams in inter-departmental incident responses.
* Ensure all static information held in the Omnex system is accurate and up to date as per the details provided by the partners (agencies and correspondents)
* Ensure partner contact details are updated and maintained in Omnex & the G-sheet list
* Ensure all Service Updates/alerts are communicated internally & to partners in a timely, effective, and concise manner. Co-ordinate with the USA & Africa team to ensure Global communications are distributed when appropriate
* Management and execution of the Small World Safeguarding responsibilities for the ADTL detailed in the company Safeguarding policy, including ensuring accurate daily reporting to the Legal Department. Attendance at the Safeguarding committee in the absence of the Group Head of Operations.
* Co-ordinate with the Europe Operations Manager to ensure all Correspondent information is mirrored in the USA & European systems.
* Management of the Operational Fraud monitoring & analysis, ensuring any identified patterns/concerns are escalated to Compliance through the correct channels.
* Ownership of the day-to-day relationship with Corporate clients to ensure that the service is provided in a timely and effective manner including, when necessary, co-ordinating the team to place transactions on behalf of clients when instructed (subject to Compliance rules & Procedures)
* Execution of manual ACH Payments as necessary to facilitate processing of transactions.
* Management of the Operations team, including ensuring sufficient manpower is available at all times to manage the service, that all team members are trained 9and where appropriate cross trained), that their performance is evaluated & managed and that the team understands their importance in the company & in the service to the clients.
* To conduct operations audits periodically, implementing and enforcing all recommended improvements in particular those related with unclaimed money, abandon properties policies, and the consumer protection in accordance with Dodd-Frank Act and the CFPB annual independent audit of the operations
* Other Ad-hoc duties as required.

**Person Specification**

* Proven experience in the management of business critical systems
* Proven experience in the delivery of accurate management of static data updates for over 230,000 locations.
* Knowledge of Safeguarding principles. Experience in managing Safeguarding processes would be beneficial
* Experience in effective management of operational incidents
* Proven experience of managing a team of circa 10 employees
* Calm under pressure, able to demonstrate critical thinking and analysis during operational incidents
* Demonstrable ability to communicate clearly and articulately to all stakeholders
* Good attention to detail is essential
* Ability to communicate clearly and effectively in spoken & written English (minimum B2 level)

Salary Proposed 90,000 USD Gross per year + 20 % Bonus