

# Join the Best for a Journey of Excellence

If you are looking for a career that will help you stand tall, join People's Leasing & Finance PLC (PLC) and Fulfill or Unleash Your Potential to Change Your World. PLC is a public quoted company with enduring vision on being a vibrant award winning financial service provider and a superior player in the last 3 decades of non – banking financial service landscape. PLC is spreading its wings across more than 100 Branches island wide.

Whether you want a career that could take you to the top or to be a game changer or simply take you in an exciting new direction, PLC provides opportunities, support and rewards that would push you towards greater heights. Today, people's Leasing & Finance PLC is also a formidable group of 6 subsidiary companies comprising of People's Insurance PLC, People's Leasing Fleet Management Limited, People's Leasing Property Development Limited, People's Micro Commerce Limited and People's Leasing Havelock Properties Ltd and Alliance Finance in Bangladesh. We are also driven by a performance culture with an unmatched level of quality and integrity by ethical business practices. Hence our brand reputation is held in high esteem. Also Company has been rated A(lka):Out look (Stable) by Fitch Ratings Lanka Limited.

## Manager – Branch Network Support Services

### Role Profile

The Job holder will be reporting to Chief Manager – Branch Network Support Services to lead support services related to the operational activities of the branch network, with a focus on optimizing workflows, ensuring regulatory compliance, implementing efficient processes, and contributing to the Company's strategic objectives. The role also requires close collaboration with other business leaders to drive financial performance and enhance overall operational excellence across the organization.

#### Key Responsibilities

- Manage the process of transaction monitoring for the Company.
- Conduct control testing on newly granted facilities to ensure that Customer Due Diligence (CDD) information is complete and in order.
- Manage the transactions exceeding Rs. 1 Million process to ensure accurate client data is submitted in a timely manner for Central Bank of Sri Lanka (CBSL) reporting.
- Assist and support the Chief Manager – Branch Network Support Services on matters and operational risks arising from branch operations that need to be tabled at governance forums such as Board and Sub-Committee meetings, including preparation of committee papers.
- Escalate issues and open risk items through committee papers in a timely manner, in line with operational requirements.
- Ensure Customer Due Diligence (CDD) is executed in accordance with business and regulatory requirements across all business units.
- Ensure branches and relevant departments (where applicable and under purview) have an adequate understanding of all applicable regulatory requirements by encouraging self-audits to ensure adherence to established rules and procedures.
- Share best practices and assist in streamlining processes within branches and relevant departments.
- Review procedures and recommend necessary changes and improvements, obtaining required approvals.
- Recommend strategies to improve customer service levels within the branch network through suitable MIS arrangements.
- Assist the Chief Manager – Branch Network Support Services in monitoring, coaching, and guiding branch team members to improve performance, meet required standards, and continuously develop their capabilities and experience.
- Understand and apply new legal and regulatory developments relevant to the Company's business operations.
- Maintain open communication with business and department heads and assist them with operational decision-making where necessary.
- Encourage and enable productive teamwork and matrix working, demonstrating a collaborative approach while addressing behaviors not aligned with organizational policies or the interests of the business and its customers.
- Highlight serious or persistent compliance issues relating to customer service and operations, and work with management to ensure they are rectified within an acceptable timeframe.
- Support the development of branch teams by guiding, motivating, and enhancing their capabilities to ensure the achievement of business objectives.

#### Candidate Profile

- A degree in a related field or a professional qualification from a recognized University/Institute, or extensive managerial experience with a strong performance track record in business and operational functions.
- Minimum of 5 years of managerial experience, preferably in a financial services environment.
- High level of integrity, dedication, and accuracy in work.
- Strong analytical and communication skills.
- Sound understanding of evolving business needs and operational environments.
- Strong leadership competencies to achieve the goals of the unit.
- Excellent communication and interpersonal skills.

*"Successful Candidate will be provided with an attractive remuneration package and fringe benefits commensurate with benchmarked institutions."*

Any form of canvassing will be regarded as a disqualification

Applicants are invited to submit comprehensive curriculum vitae with names of two non – related referees, copies of relevant certificates along with a passport size photograph to the address given below on or before **19th March 2026**.

#### Application should be sent to:

Head of HR,  
People's Leasing & Finance PLC,  
No.1161, Maradana Road, Colombo 08.  
Web: [www.plc.lk](http://www.plc.lk) | E-mail – [careers@plc.lk](mailto:careers@plc.lk)  
We will correspond only with applicants shorts listed for interview.