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 / Deputy Manager - Branch Network Support Services

Role Profile

The Job Holder is responsible for working closely with the Head of Branch Network Support Services to lead and oversee operational support activities related to Transaction Monitoring across the branch network, ensuring regulatory compliance and the implementation of efficient and effective processes. The role also contributes to the company's strategic objectives by collaborating with key stakeholders and other leaders to drive financial performance, strengthen operational efficiency, and enhance overall operational excellence across the organization.

Key Responsibilities

- Manage the process of transaction monitoring for the Company.
- Operational ownership of transaction monitoring activities.
- Reviewing and updating monitoring scenarios, rules, and thresholds annually.
- Incorporate interim changes taking into consideration business needs, emerging risks, changes in customer behavior, regulatory requirements and expectations, new money laundering and terrorist financing typologies, false positive trends, business growth, and changes to products, services, and delivery channels.
- Make sure all Transaction Monitoring alerts are investigated within the deadline.
- Incorporate any new operational implementation to the current system.
- Active coordination with the external service provider for Transaction Monitoring.
- Escalation of suspicious transactions to the Compliance Department.
- Handle 2nd level customer calls related to Transaction Monitoring.
- Perform sample check on the discounted Transaction Monitoring alerts.
- Share the month end comprehensive suspicious activity report with Compliance Department.
- Make sure staff related Transaction Monitoring alerts are escalated to HR department on a daily basis
- Manager the transaction over Rs1M process to make sure accurate client data is submitted on a timely manner for CBSL reporting
- Assist/support the Head of Branch Network Support Services with matters/ issues risks to be tabled coming under Transaction Monitoring for governance such as preparation of Board/Sub Board Papers.
- Escalate and issue/open risk via committee Papers in a timely manner in line with Transaction Monitoring requirements.
- Ensure Customer Due Diligence (CDD) gaps identified during the Transaction Monitoring process are escalated to the Branch Network Support CDD sub unit in a timely manner.
- Ensure Branches and departments (where applicable & under the purview) have adequate understanding of all relevant regulations applicable to the business under Transaction Monitoring and FIU guidelines.
- Share best practices and assist in streamlining the processes in the branches and applicable departments.
- Review procedures/ Process, recommend and implement changes required, with necessary approvals related to Transaction Monitoring.
- Understand and apply new legal and regulatory developments relevant to Transaction Monitoring and FIU guidelines.
- Maintain open communication with the business and department heads and assist them with necessary decision making in operational matters.
- Encourage and enable productive teamwork matrix working, by demonstrating a collaborative approach and challenging actions and behaviors that are not in line with the organization's policies and/or the interests of the business and its customers.
- Highlight serious or persistent compliance issues relating to customer service/ operations and work with the management to ensure that they are rectified within an acceptable time frame.
- Lead, motivate branch teams, and develop the capacity, capability, and talent and ensure delivery of business objectives.

Candidate Profile

- Preferably a degree in related field or Professional Qualification from a recognized University/Institute or have extensive managerial experience with good performance track record of business and operations functions.
- Experience in handling Transaction Monitoring in similar job roles.
- A minimum of 6-8 years of work experience, preferably more.
- Ability to prepare high level risk papers.
- High level of Integrity, dedication and the accuracy of work would be key priority.
- Strong analytical and communication skills.
- Sound knowledge of changing business needs and environments.
- Strong leadership competencies to achieve 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 **23rd September 2026.**

Application should be sent to:

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

PEOPLE'S LEASING
THE TRUSTED LEADER