

## Chief Manager - BSG (Regulatory change management) - Mumbai

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Company: ICICI Prudential Life Insurance

Location: Mumbai

Category: other-general

### Job Details

## Chief Manager - BSG (Regulatory change management) - Mumbai

12 - 15 Yrs

Mumbai

Chief Manager

Job description

### Role Purpose:

The incumbent will be responsible for business:

- Process / Change Management (Onboarding/ Servicing / Internal process )
- Project Management
- Matrix Management
- Quality control of overall product bouquet of company.

### Key Accountability:

Process management (Onboarding/ Servicing / Internal processes )

Change Management across customer policy lifecycle

Digitalization

Customer service framework management

Customer experience management

Control framework for key processes (eg. AML- KYC /Product )

Matrix management ( for as-is business + process improvement )

Compliance / regulatory execution

Audit regulatory / Internal audit management

Analytics

**Key Performance Indicator:**

Execution of quality parameters, and project management

Creation of matrix for key processes

Effective collaboration, followed by seamless execution ---meeting timelines (cross functional )

Active contribution in digitalization leading to increase in automation index

Regulatory / Internal Audit Process control, and closures around observations

Should anchor role of influencer

**Competencies (Knowledge & Skills):**

Project management skills

Insurance product knowledge (optional)

Project management tool (know how)Optional

Communication & negotiation

Collaboration / Relationship management

Team management skills

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