



# Chief Operating Officer (COO)

## Finance and Banking Sector

Our client is a licensed commercial bank in Sri Lanka, and is seeking to fill the role of Chief Operating Officer (COO), a senior leadership position entrusted with the comprehensive oversight and coordination of all organizational functions. This role demands exceptional operational stewardship to ensure seamless integration, alignment, and performance excellence across diverse departments. The COO will champion transformative and visionary leadership, driving strategic initiatives that enhance operational efficiency and effectiveness while rigorously ensuring compliance with all applicable regulatory frameworks. The COO will be responsible for managing and optimizing budgets to ensure the best use of resources. The role also involves leading the development and implementation of strong operational strategies that support sustainable growth, strengthen governance, and protect the interests of all stakeholders.

### Job Description

- Assist the CEO/GM in formulating and implementing the Bank's strategic plans and ensuring effective execution of operational strategies.
- Provide leadership and oversight for the Bank's operational functions including branch operations, service delivery, support services and Information Technology.
- Supervise and coordinate the activities of Deputy General Managers, Assistant General Managers, and Heads of Departments to ensure efficient and consistent operations across the Bank.
- Drive operational efficiency through process improvement, standardization, and adoption of best practices.
- Lead initiatives relating to digital transformation and technology integration to enhance operational effectiveness and customer experience.
- Ensure compliance with regulatory requirements, internal policies, and risk management frameworks in coordination with Compliance, Risk, and Internal Audit functions.
- Monitor operational performance, resource utilization, and budgets to ensure optimal use of resources and achievement of key performance targets.
- Maintain effective engagement with regulators, auditors, and other key stakeholders while representing the Bank at relevant industry forums when required.
- Provide leadership in developing senior management capacity and support succession planning and talent development initiatives.
- Assist the CEO/GM in managing operational responses to crises and ensuring effective implementation of business continuity and resilience framework

### Candidate Profile

- Should be a citizen of Sri Lanka
- A candidate should possess:
  - a) A Bachelor's Degree offered by a University or an Institution recognized by the University Grants Commission of Sri Lanka.
  - b) A Master's degree offered by a University or an Institution recognized by the University Grants Commission of Sri Lanka.
  - c) Associate or fellow member of the Institute of Bankers of Sri Lanka (IBSL) / Chartered Banker Institute (UK) - (CIB-UK) / Institute of Chartered Accountants of Sri Lanka (CA Sri Lanka) / Chartered Institute of Management Accountants UK - (CIMA-UK) / Charterholder of CFA Institute USA - (CFA-USA).
- Proven track record with minimum 15 years of experience including in senior management roles in a local or international Bank / Financial Institution.
- Demonstrated experience in banking operations, branch management, credit administration, risk management, and service delivery.
- Proven experience in leading large operational teams and managing complex organizational structures.
- Strong leadership and strategic management capability.
- Extensive knowledge of banking operations and regulatory frameworks.
- Expertise in operational efficiency, process improvement, and digital transformation.
- Strong analytical, decision-making, and problem-solving skills.
- Excellent communication and stakeholder management skills.
- Preferably below 57 years as at the closing date of applications.

Applications need to provide information relevant to the eligibility criteria and should be submitted by 7<sup>th</sup> June 2026.

Only shortlisted candidates will be notified, and canvassing will lead to disqualification.

Submit your CV to [eresearch@kpmg.com](mailto:eresearch@kpmg.com), mentioning the position applied for in the subject line of the email after completing the Microsoft Form. Both the Microsoft Form and the CV need to be submitted to complete the application process. Applications without the MS Form will not be considered.



Scan the QR Code to Apply

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