



We are Sri Lanka's premier private sector commercial bank. Our visionary journey has taken us beyond the realms of business as we have made a conscious effort to go where no bank has dared to go; from downtrodden villages long-forgotten, to the world across the shores. The driving force behind this epoch-making journey is our strong team of achievers, affectionately known as the Hatna Family. As we continue to make history and move ahead, we invite dynamic and ambitious individuals to join us in our trailblazing banking saga.

We are looking for bright minds to help us create a world of happy experiences.

EXECUTIVE – PROCESS EXCELLENCE

Job Role

The role of Executive – Process Excellence is to support process improvement and automation initiatives of the Bank to facilitate its continuous improvement and digital transformation journey.

Duties and Responsibilities

- Contribute to the development and execution of process improvement and automation objectives of the Bank.
- Execution of process improvement initiatives using Lean, Six Sigma and BPR principles and methodologies
- Execute process automation initiatives by implementing Robotic Process Automation, workflows and Artificial Intelligence to enhance customer experience, breakthrough efficiencies and improvements whilst complying with policies, procedures and regulations.
- Liaise with cross-functional stakeholders to identify, assess and prioritize initiatives directly supporting the business, organization and its customers.
- Support data driven decisions for efficient execution and implementation
- Project management initiatives to ensure timely implementation to facilitate business objectives and regulatory needs
- Promote continuous improvement and innovation culture across the Bank
- Contribute to change management
- Conduct benchmarking and research for best-in-class and innovative solutions

Educational Qualifications

- A Bachelor's degree from a recognized university in the fields of Banking, Business Management, AI, or a related field
- Lean/Six Sigma certification at Green Belt or above is preferred
- A Master's Degree/Project Management Certificate such as CIPM, PMP or certifications in RPA/AI or a related field would be an added advantage

Work Experience

- A minimum of 8 years of experience in Banking, Finance or a related field with 4+ years' experience in Process Improvement or transformation role.

Competencies

- Analytics and data driven decision making
- Attention to detail
- Communication and presentation skills
- Ability to execute and deliver within strict timelines
- Innovative and critical thinking

Interested candidates are invited to apply for the position
All applications must reach us by.

27th August 2025

(Please mention the position applied for in the subject of your e-mail)

