

Indonesia Jobs Expertini®

Operations Manager, AML Vendor Operations

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Company: Aspire

Location: Indonesia

Category: other-general

Aspire is the leading all-in-one finance operating system for growing businesses in APAC. We are on a mission to reinvent business finance for a new generation of entrepreneurs and business owners, empowering startups and MSME to realise their full potential.

Founded in 2018, Aspire has raised over **USD 300M** across equity and debt from world-class investors. In 2023, we successfully closed an oversubscribed **USD 100 million Series C** equity round led by Sequoia Capital and Lightspeed Ventures with participation of Tencent, Paypal Ventures, LGT Capital Partners, Picus Capital and MassMutual Ventures. To power our solutions, we have partnered with some of the best companies in the world such as Visa and Wise and helped more than **15,000 businesses** using our suite of products.

For 2 consecutive years in 2022 & 2023, Aspire has been awarded Best Employer of the Year and Startup of the year by Asia FinTech Awards, and also LinkedIn's Top Startup in Singapore. In 2023, we also made it to CB Insights' Top 100 Global Fintech List.

You will be amazed by the energy and experience of our team! Aspire serves as an environment for you to innovate and drive change with our team of ex-entrepreneurs, ex-founders, and high-achievers with international and diverse backgrounds.

Are you a top talent who is passionate about entrepreneurship? Join our rapidly growing team to make an impact in the fintech space!

About The Team

The AML Operations team takes care of everything related to AML. The Periodic Review team takes care of periodic reviews, remediation, and offboarding.

About the Role

You are responsible for managing outsourced operations for the AML Operations team.

What will you be doing?

Manage daily operations for periodic reviews & remediations all Aspire geographies

Set up and manage partnerships with BPOs, including, contracts, price negotiations, including performance-based incentives, SLAs, etc.

Set clear KPIs, goals and direction to the Partner teams

Ensure fast time-to-resolution of new cases

Ensure on time delivery of projects

Ensure high quality standards

Support the Partner into achieving these goals

Setting up clear process on issue resolution & escalation

Ensure that Partner teams are fully up to date with all latest AML policies & processes, and are trained up accordingly

Provide regular feedback to Partners with Aspire & Partner BAU teams and recurring business performance review meetings with the Aspire & Partner management team

Do performance analysis and reporting and guide Partner and Aspire teams on areas of improvement

Continuously improve how Partner operations fit into Aspire's operations and mission

Support Aspire's geo-expansion strategy

Maximise synergies & leverage that Aspire can get from outsourcing activities

Project manage key initiatives to support the global outsourcing program

Manage budget & billing of the Partner

Review & approve monthly billings

Suggest budgets according to market standards

Keep costs aligned with budget, request for budget adjustments when needed

Minimum Qualifications:

Minimum 7 years of experience in relevant roles.

Demonstrated success in effectively managing in-house and outsourced operations.

Proven track record of adeptly handling stakeholders, both internal and external.

Proficiency in strategizing for both short-term and long-term objectives, ensuring adaptability and foresight.

Demonstrated expertise in analytical and structured approaches to operations management, optimizing efficiency and effectiveness.

Excellent communication skills, adept at articulating key messages clearly, concisely, and professionally to internal and external stakeholders.

Preferred Qualifications:

Experience thriving in startup environments, showcasing resilience and adaptability in high-growth and fast-paced settings.

Background in consulting or banking, underscoring a profound understanding of strategic thinking and operational excellence at the highest echelons.

What we offer

Uncapped flexible annual leave.

Hybrid work arrangement.

Training subsidy for your professional growth.

Wellness benefit.

Team bonding budget to foster collaboration and sense of belonging.

Flexibility to work from anywhere (for up to 90 days per annum).

Culture is Key: We always strive to cultivate a special culture that brings special talents

together - You can learn more about our culture on our careers site and LinkedIn Life page.

Equal Opportunity Statement

Aspire is an equal opportunity employer and is committed to providing equal employment opportunities to all qualified individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or any other protected characteristic as outlined by applicable laws.

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