

# Business Partner Due Diligence Team Lead

## Your tasks

Support for (Group) Compliance, (Group) Export Control & Sanctions plus the (global) Responsible Value Chain organization with operational tasks of the Business Partner Due Diligence.

## Operations

...Ensures that false positive clearing activities, business partner information entries, data correction, post completion tracking and mitigation measures are performed according to documented processes.

...Ensures sample check are within the KYPB platform and follows predefined criteria's.

...Ensures clear communication and escalate any issues to Group Compliance and Export Controls team.

## Service Level Agreements / Metrics

...Deliver performance that meets or exceeds service level agreement requirements.

...Creates action plan on failed KPI's and monitor the closure.

...Define performance measurements for BP Due Diligence operations.

...Participate in negotiating service level agreements with business stakeholders.

## Leadership and Management

...Plan, organize, lead and control the work of the teams to ensure that objectives are achieved and services are delivered to the customers/stakeholders.

...Manage the performance of the BP Due Diligence team, including hiring, training, coaching, performance correcting (disciplinary actions), career planning and salary recommendations.

...Act as escalation point for the day to day operations of the team, provide guidance and feedback, and coaching leads and team members.

...Drive development measures for all members are achieved as per defined goal discussed with Service Delivery Head.

... Drive and review teams capacity utilization and workloads, analyze headcount requirements, billing allocation and recommend action plans to Service Delivery Head.

## Projects/Ad hoc

...Leads and executes global initiatives and projects that involve BP Due Diligence and related activities.

...Identify, drive and sustain BP Due Diligence related process improvements and cost efficiency.

... Lead future BP Due Diligence work migration, and help identify growth or expansion opportunities.

...Assist staff in identifying, defining, and implementing process re-



Job ID  
**REF71199N**

Location  
**BGC, Taguig**

Leadership level  
**Leading Self**

Job flexibility  
**Hybrid Job**

Legal Entity  
**Continental Global Business Services Manila, Inc.**

engineering and efficiencies.

### **Stakeholders/Customer Focus**

...Work with the stakeholders in leading and executing global process initiatives impacting BP Due Diligence processes.

...Identify improvements on process, tools, or ways of working and influence the stakeholders to obtain their buy in during execution.

...Build and support relationships with business locations contacts, Group and Export Controls Compliance team, Finance, and other internal / external stakeholders.

...Foster communication and teamwork within and across organizational boundaries.

### **Process Improvement and Innovation**

...Identify, drive and sustain Due Diligence process improvements, innovation, tools and ways of working.

...Lead implementation of technology-related process improvement opportunities.

...Drive and enhance employee participation in center and corporate wide initiatives (e.g. CBS culture, Bright Ideas) , achieved CBS goals as defined by his / her Service Delivery Head.

### **Internal Control**

...Maintain and execute adequate internal controls for compliance with corporate policies.

...Drive process compliance and assist internal and external audits.

### **Your profile**

- Bachelor's degree holder in Business, Finance, Engineering, IT, or related courses
- Basic knowledge in Compliance, Sanctions & Export Control and/or Labor and Human Rights, and Environmental Due Diligence.
- 5-8 years of related work experience in Compliance and Export Control is a plus.
- 3 + years people and stakeholder management experience
- At least 5 years supervisory/managerial experience in a BPO or shared service industry
- Change management
- Advanced knowledge of IT systems and databases preferably SAP
- Proficient in using Office 365 applications; Advanced knowledge of Excel
- Experience with working with international teams a plus.
- Expert customer relationship and stakeholder management skills.
- Expert communicator and deep understanding of different cultures and norms.

### **Our offer**

- Hybrid work arrangement
- HMO upon hire

- Values-based culture
- Work-life balance
- Learning Opportunities

Ready to drive with Continental? Take the first step and fill in the online application.

## **About us**

### **GBS Manila Organizational Description:**

Continental Global Business Services in Manila started in June 2012 as Veyance Technologies Inc. and was acquired by Continental AG in January 2015. On the same year, it legally changed the company name to Continental Global Business Services Manila Inc., which reflects its global presence as a full-fledged subsidiary of ContiTech Division in Continental AG.

GBS Manila is composed of five (5) main work streams, structured to make processes centralized, standardized, and in leveraged technology with the support of IT group, Continental Business Systems & RPA Competence Center.

It provides end-to-end, front-to-back services; from customer service, order management, purchasing, invoice to payment, credit and collection, full finance activities, data management, and HR services including payroll, employee benefits and talent acquisition; all built to meet its customers needs.