【外資系消費財大手】業務改革・内部統制｜デジタルリスク管理

キャリアパスあり・経営コンサル、BPRコンサルからの転向も歓迎

Job Information

Recruiter
Morgan McKinley

Job ID
1620947

Industry
Bank, Trust Bank

Company Type
International Company

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Refreshed
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General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Fluent Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

外資系消費財大手にて、幅広い販売チャネルの業務改革、内部統制、不正防止を推進するポジションです。

AIやデータ分析を活用したデジタル変革を主導し、グローバルチームと連携しながら、事業全体の業務品質とリスク管理の高度化に貢献できます。

キャリアパスあり；ハイブリッド勤務や充実した休暇制度も魅力です。

経営コンサル、BPRコンサルからの転向も歓迎。内部統制・リスク管理の経験を活かし、グローバル企業でより大きな事業インパクトを生み出したい方におすすめです。

主な職務内容

- 幅広い販売チャネルにおける商業活動のガバナンス体制、業務管理体制、標準業務手順（SOP）の設計・導入・運用
- デジタルプラットフォーム、顧客接点、営業現場を横断した業務フローの可視化と継続的な業務改善の主導
- 複数チャネルにおける不正防止施策の統括（取引モニタリング、リスク報告、根本原因の調査、管理体制の是正を含む）
- データ分析、自動化ツール、AIソリューションを活用した取引監視とリスク検知の高度化
- 内部統制チームや内部監査部門と連携したコンプライアンスレビュー、リスク評価、是正措置の進捗管理
- 営業支援、事業運営、海外チームと緊密に連携し、業務全体の適正性と一貫性を確保

Join a **leading multinational consumer goods company** in a high-impact **Commercial Governance & Sales Operations Control** position, helping strengthen operational controls, improve commercial processes and manage fraud risks across an extensive omni-channel sales network.

Based in **Tokyo**, this permanent opportunity combines **commercial governance, operational risk management, internal controls, business process improvement and sales operations** within a globally recognised FMCG and consumer products organisation.

You will play a central role in designing and maintaining **commercial governance frameworks, standard operating procedures and operational control mechanisms** that support consistent, compliant and efficient business operations across multiple sales channels.

A key focus will be improving end-to-end commercial processes across **digital platforms, consumer-facing touchpoints and field sales operations**. Through detailed process mapping, control assessments and continuous improvement initiatives, you will identify operational weaknesses and implement practical solutions.

You will also lead **omni-channel fraud prevention and transaction monitoring initiatives**, investigating irregularities, analysing root causes and developing corrective actions to strengthen commercial risk management.

The role offers opportunities to apply **data analytics, process automation and emerging artificial intelligence technologies** to improve transaction surveillance, identify potential risks and increase operational efficiency.

Working closely with **internal control, corporate audit, commercial enablement, business operations and international stakeholders**, you will support compliance reviews, operational risk assessments and remediation programmes.

This is a particularly attractive opportunity for an experienced **Commercial Operations, Operational Risk, Internal Controls, Business Process Improvement or Governance professional** who wants to influence large-scale commercial transformation while working as a senior individual contributor.

The company offers a **balanced hybrid working environment**, flexible working arrangements and opportunities to build a career in broader business leadership or specialised commercial operations and risk management.

Key Responsibilities

- Design, implement and maintain **commercial governance frameworks, operational controls and standard operating procedures** across extensive sales and distribution channels.
- Lead **end-to-end business process mapping**, identifying operational gaps, inefficiencies and opportunities for standardisation.
- Drive **continuous process improvement initiatives** across digital commerce platforms, consumer interactions and field sales teams.
- Manage **omni-channel fraud prevention activities**, including transaction monitoring, risk identification and escalation procedures.
- Conduct **root-cause investigations** into operational incidents, transaction irregularities and potential fraud risks.
- Develop and track **corrective actions and control remediation plans** to address identified weaknesses and reduce recurring operational issues.
- Apply **data analytics, automation technologies and AI-enabled tools** to strengthen transaction surveillance and improve risk detection.
- Partner with **internal control teams and corporate audit** to support compliance reviews, operational risk assessments and audit-related remediation tracking.
- Collaborate with **commercial enablement, sales operations, business operations and international teams** to strengthen operational integrity and governance consistency.
- Prepare **risk reports, process improvement recommendations and stakeholder presentations**, communicating findings and influencing operational decisions.

Required Skills

必須条件 経験・資格：

- 社会人経験 8年以上
- 商業業務の運営管理、業務ガバナンス、または業務プロセス改善における経験 3年以上

- 業務フローの可視化、内部統制の設計、取引モニタリング、不正防止、業務データ分析の実績
- 関連分野の学位、または同等の経験・知識
- 業界経験は不問

ソフトスキル：
- 体系的・論理的思考能力
- 優れたプレゼンテーション能力
- 関連部署に働きかけ、周囲を動かせる能力

語学力：
- **日本語：**流暢（日常的なチーム連携や業務遂行に必須）
- **英語：ビジネスレベル以上（グローバル関係者への報告やプレゼンあり）**

歓迎条件
- 経営コンサル、業務プロセスコンサルとしての経験
- テクノロジーを活用した業務改善経験（特にEC・消費者向けプラットフォーム関連）
- 業務プロセスの自動化やデジタル不正検知ツールに関する知識・経験

採用企業について
外資系消費財大手。

テクノロジーを活用した業務革新と、消費者視点のソリューションを通じて、持続可能なビジネスへの変革を推進しています。

この求人がおすすめの理由
- 世界的な消費財大手でキャリアを積むチャンス
- 大規模な販売ネットワーク全体を対象に、業務統制の高度化やデジタル業務改革を主導できる
- AIを活用したリスク管理や不正検知など、先進的な取り組みに携われる
- 事業への影響度が高いポジション
- 将来的に事業全体を担うリーダーへのキャリアアップを目指せる
- 大規模な商業オペレーションや業務統制に関する専門性を深められる
- ハイブリッド勤務OK・フレックスタイム制あり
- 残業少なめ、充実した休暇制度

Required Skills and Qualifications **Experience:**
- **8+ years of professional experience**, including at least **3 years specifically in commercial operations, operational governance or business process improvement**.
- Proven experience in **business process flow mapping**, including analysing end-to-end operational activities and identifying improvement opportunities.
- Demonstrated ability to design, implement or improve **internal controls and operational governance frameworks**.
- Practical experience with **transaction monitoring, fraud prevention or commercial risk control activities**.
- Strong background in **operational data analysis**, using information to identify risks, assess performance and recommend improvements.
- Experience working with **cross-functional stakeholders** to implement process changes, strengthen controls and support operational improvements.
- Ability to contribute effectively as an **individual contributor**, taking ownership of governance and control initiatives without requiring formal people-management responsibilities.
- Applicants from **any industry background** are welcome, provided they have relevant experience in governance, commercial operations or process improvement.

Soft Skills:
- Highly **structured and analytical approach** to understanding complex business processes and operational risks.
- Strong **presentation and communication skills**, with the ability to explain findings and recommendations to different stakeholder groups.
- Ability to **influence cross-functional teams** and drive operational improvements without direct reporting authority.
- Excellent **problem-solving and root-cause analysis skills**, with a focus on practical, sustainable solutions.
- Proactive, detail-oriented and organised approach to **risk management, control implementation and remediation tracking**.
- Collaborative mindset and the ability to work effectively with **commercial, operational, audit and international stakeholders**.

Language Requirements:
- **Japanese:** Native or fluent proficiency, required for daily communication with local teams and operational stakeholders.
- **English:** Business to fluent proficiency, required for global stakeholder reporting, presentations and international collaboration.

Preferred Skills & Qualifications
- Previous experience in **management consulting, process consulting or business transformation advisory**.
- Background in **technology-enabled business improvement**, particularly within e-commerce, digital consumer platforms or large commercial networks.
- Familiarity with **process automation tools** used to improve operational efficiency and control effectiveness.
- Experience with **digital fraud detection, transaction surveillance or technology-supported risk monitoring solutions**.
- Exposure to **AI-enabled analytics or emerging technologies** used in operational governance and commercial risk management.
- Experience contributing to **large-scale commercial transformation, cross-functional process redesign or operational improvement programmes**.

About the Company
Our client is a **globally recognised consumer goods leader** with a significant commercial presence and an extensive network of consumer-facing sales channels.

The organisation is undertaking a major **commercial transformation**, using technology-led innovation to modernise business processes, strengthen operational controls and improve the customer experience.

Its commercial operations bring together **digital platforms, consumer touchpoints, field sales teams and corporate functions**, creating opportunities to improve efficiency and governance across a complex business environment.

The company is committed to **sustainable, consumer-first solutions**, combining commercial effectiveness with responsible business practices and continuous operational improvement.

As digital transactions and omni-channel activities evolve, the organisation is investing in **data-driven governance, automation and AI-enabled risk management** to support more effective oversight and stronger operational resilience.

This position offers the opportunity to contribute to **high-visibility governance and operational control initiatives**, collaborate with local and global stakeholders and help shape the next phase of commercial transformation.

Why You'll Love Working Here

- Join a **globally recognised FMCG and consumer goods company** undergoing significant commercial transformation.
- Take ownership of a **high-visibility commercial governance and operational control mandate** across an extensive sales network.
- Influence **digital process transformation, internal controls and fraud prevention strategies** at scale.
- Apply **data analytics, automation and emerging AI technologies** to practical business risk challenges.
- Work across **omni-channel sales, digital consumer platforms and field operations**, gaining broad commercial exposure.
- Collaborate with **internal control specialists, corporate audit, business operations and international teams** .
- Develop valuable expertise in **large-scale commercial operations, governance and operational risk management**.
- Explore potential career pathways into **broader business leadership or deeper specialisation in commercial operations and controls**.
- Benefit from a **balanced hybrid working arrangement**, including remote working options and flexitime.
- Enjoy **generous leave policies and a working environment with minimal overtime**, supporting a sustainable work-life balance.

Company Description

Morgan McKinleyは国際的な人材コンサルティング会社として、さまざまな業界・分野をリードする採用企業様と、スペシャリストとしてのスキルを有する人材とを結びつけるお手伝いをしています。1988年の創立以来、Morgan McKinleyの名は、「卓越した質のサービス」「市場知識の豊富さ」「No.1企業であり続けようとする強い意志」、そして何よりも「実績」を体現する会社として知られています。

リクルーティング スペシャリストである弊社コンサルタントまでお気軽にお問い合わせください。