

Job Description

Position	Head, SAN & SST Product Development (Senior Manager)
Department	SAN & SST
Division	Card Services

SUMMARY OF RESPONSIBILITIES

The incumbent supports the Head of Department (HOD) to:

- Create net positive Shared ATM Network (SAN) and Self-Service Terminal (SST) ecosystem value for Participants through product development initiatives by way of development and implementation of new product features, enhancement of existing features and improve operational and cost efficiencies, including to provide the necessary support to PayNet's Innovation capability
- Research, develop and implement strategic long-term plans for the business by examining relevant market trends, establishing strategic alliances, and planning resources, including leading the engagement with Participants and Stakeholders such as Banks, Non-Banks, CIT Partners and ATM/CRM Vendors, as well as Cross-Border initiatives
- Expand MEPS ATM deployment at all segments by effectively managing the site deployments, vendor management, risk management, operating procedures and stakeholder engagement. Augment and innovate on business models for revenue and volume growth and increase sustainability of the business

KEY AREAS OF RESPONSIBILITIES

General

- Research, develop and execute the go-to-market strategy to expand product features as well as cross-border initiatives and identify potential technology partners and stakeholders to facilitate timely and smooth implementation;
- Oversee the successful delivery of services and transaction growth in tandem with the industry, which includes devising key market strategies, conducting analysis and creating new opportunities focused on long term revenue growth and increasing market share;
- Ensure team works collaboratively within the business streams and across the whole organization;
- Formulate new business processes and innovation opportunities for new product features comprising amongst others the operating models, pricing structure and implementation plans for the industry;
- Assist in project management to ensure timely implementation of new or enhanced features;
- Deliver the business targets and maintain a good working relationship with stakeholders to ensure smooth adoption of new and enhanced features;
- Coordinate with internal stakeholders to develop the implementation plans for the Participants to support new and enhanced features;
- Grow SAN & SST business targets and to actively explore opportunity to enhance the product feature to achieve competitive advantage amongst other competition;
- Oversee, develop and implement strategies to improve operational and cost efficiencies across SAN & SST;
- Provide business leadership and expertise for business development and operations, ATM deployment, general administration, project and vendor management;

- Exercise strong negotiation skills and management of internal and external relationships;
- Identify additional areas of potential growth and synergy to increase business sustainability;
- Build and enhance business relationship with Participants and other Stakeholders including Technology Partners, CIT Partners and ATM/CRM Vendors to provide continuous business support by adhering to the agreed requirements in the service level agreements;
- Work closely with Card Operations Department to support collaboration with SAN Participants;
- Assist in preparing business strategy papers and relevant reports to the Management Committee and Board of Directors;
- Establish new and maintain current business relationships with Participants, Cross-Border Partners, Technology Partners, CIT Partners, ATM/CRM Vendors and BNM;
- Drive professional performance throughout the team; and
- Coordinate resources for any follow-up on action items after new business deals are closed, adherence to the agreed business terms and ensure business and operations requirements are met.

People Management

- Provide leadership, direction or support for subordinates both direct and indirect based on their commitment and competency;
- Fair and equitable treatment when resolving complex issues;
- Practices open communication with team members and encourage collaboration; and
- Provide time to coach subordinates to ensure establishment and attainment of their development goals.

Stakeholder Management

- Engage effectively with Participants and Stakeholders to encourage take-up of services;
- Provide support to Participants and Stakeholders to resolve issues or concerns in a timely manner;
- Direct or manage change requests and projects (any sizes) related to the business through strategic formulation and execution;
- Communicate to Participants and Stakeholders on the latest development, business trends, transaction statistics and future expansion;
- Manage and negotiate with Vendors to increase PayNet's bargaining power and lower cost; and
- Effectively communicate to Participants and Stakeholders on the latest development, business trends, transaction statistics and future expansion.

Building Relationships

- Establish new and maintain existing business/institutional/alliance relationships; which would include BNM, Financial Institutions, Government Agencies and other related parties; and
- Facilitate open discussions and reach a resolution on complex and ethical issues in a fair and timely manner.

Creating Awareness & Identifying Market Trends

- Create public awareness of product, devise pricing strategy and carry out research and market survey;
- Initiate and implement product awareness campaign;
- Initiate or conduct research/market survey for opportunities, challenges, risks and treats; and
- Identify product trends, future product possibilities and new market opportunities.

Administration / Functional Controls

- Review Department's communications e.g. emails, memos, and project documentations e.g. user requirement specifications, technical baseline documents for external or senior management's consumption;
- Monitor and execute strategic plans to attain team goals, e.g., KPIs, development and learning;

- Ensure team adheres to and complies with PayNet's policies and standards;
- Develop, amend and innovate on procedures and manuals for effective and efficient business processes;
- Ensure all the information, assets, reports and day-to-day activities are based on the PayNet's Guidelines on Information Handling and Security Classification;
- Support Business Continuity activities to ensure system resiliency and robustness;
- Study proposals and participate in technology and solution presentations from vendors for knowledge and application into business;
- Responsible for the achievement of the Department's KPIs or goals;
- Develop Department's annual plans and budget, monitor progress, assure adherence and evaluate performance;
- Develop, implement and monitor procedures necessary to the smooth operation of the Department;
- Effectively motivate, lead and support direct reports, inclusive of developing the team's knowledge and skills through coaching and providing them with the information and tools;
- Review of Department's correspondence and documents prior to approval by the Management;
- Conduct self and coach others to communicate in a timely, effective, open and honest manner across teams and departments;
- Uphold security responsibilities as stated in PayNet's Information Security Policy; and
- Ensure all the information asset processing and day-to-day activities are based on PayNet's Guidelines on Information Handling and Security Classification.

QUALIFICATIONS

Minimum Qualifications

- Minimum Degree in Business, Marketing and Computer Science or in a related field. Having a Master Degree is an advantage;
- Minimum 5 years of experience in a managerial position within the financial industry;
- Good business acumen, able to comprehend financial statements;
- Strong ability to establish, develop and maintain good relationship with Participants, CIT Partners, ATM/CRM Vendors, Partner Switches and other Stakeholders;
- Strong communication, negotiation and presentation skills
- Experienced in project management; and
- Strong understanding of self-service banking systems, payment systems and technology

Additional Requirements

- Closing Skills, Motivation for Sales, Prospecting Skills, Sales Planning, Market Knowledge, Presentation Skills, Meeting Sales Goals, Professionalism
 - Strong computer literacy skills – Microsoft Word, Excel, Powerpoint.
- Good relationship with the payment industry players and understands the ecosystem very well
- Ability to prioritise, organize and co-ordinate with minimum supervision
- Energetic and independent person with excellent organizational skill
- Demonstrate leadership competencies such as teamwork, creative problem-solving, flexibility, results-driven, interpersonal skills, negotiation
- Strong computer literacy skills – Microsoft Word, Excel, Powerpoint
- Have a good understanding of the new innovation in ATMs/CRMs and its trends in other markets