



Job Description	
Position	Senior Manager, Product Development
Department	MyDebit
Division	Card Services

SUMMARY OF RESPONSIBILITIES

The Senior Manager supports the Head of Department (HOD) to:

- champion the respective Adaptive and Incremental Innovation initiatives for the Department and provide the necessary support to PayNet Innovation capability; and
- expand MyDebit acceptance initiatives at new merchant segments by way of development and implementation of new product features and enhancement of existing features. Research, develop and implement strategic long-term plans for the business by examining relevant market trends, establishing strategic alliances and planning resources accordingly, including leading the engagement with targeted partners

KEY AREAS OF RESPONSIBILITIES

General

- Scans and retrieves innovation opportunities from the card payments ecosystem, including mobile payment (m-payment) and new acceptance solutions, organises or leverages on existing PayNet engagement forums to drive innovation ideas compilation;
- Frames innovation ideas, problem or opportunity statements for subsequent qualification, maintains and keeps up to-date on innovation ideas pipeline;
- Research, develop and execute the go-to-market strategy to expand MyDebit acceptance at new merchant segments, e-commerce, m-payment, as well as cross-border initiatives and identify potential technology partners and stakeholders to facilitate timely and smooth implementation;
- Coordinate with internal stakeholders to develop the implementation plan and/or mandate to the participating issuers/acquirers to support the new MyDebit innovation initiatives;
- Explore to build new MyDebit innovation solution and to lead MyDebit innovation programs with targeted strategic partners and stakeholders;
- Oversees the execution of the go-to-market strategy to promote MyDebit e-commerce and m-payment initiatives, as well as new acceptance solutions by MyDebit participating issuers, acquirers, payment gateway providers, merchants and technology partners;
- Formulate new business processes and requirements for new MyDebit innovation solution comprising amongst others the operating models, pricing structure and implementation plans for the industry;
- Assist in project management to ensure timely implementation of new MyDebit innovation solution and enable the targeted stakeholders to adopt the new solution;
- Deliver the business targets and maintain a good working relationship with stakeholders to ensure smooth adoption of new MyDebit innovation solution at existing and new merchant segments;

- Coordinate with internal stakeholders to develop the implementation plans for the participating issuers and acquirers to support new MyDebit innovation solution at targeted merchant segments;
- Grow MyDebit acceptance in line with business targets and to actively explore opportunity to enhance the product feature to achieve competitive advantage amongst other competition;
- Develop strong product differentiation through market research and benchmarking, carry out competitor and SWOT analysis, create public awareness of new MyDebit innovation solution including constructing appropriate pricing strategy and carry out research and market survey;
- Keep abreast with the trends in Digital card segment to explore future enhancement to solution and new market opportunity;
- Provide business leadership and expertise for product development and operations;
- Exercise strong negotiation skills and management of internal and external relationships;
- Identify additional areas of potential growth and synergy to increase business sustainability;
- Respond to tactics of competing international card schemes to migrate traffic away from MyDebit with action plans for execution and business propagation;
- Build and enhance business relationship with the issuers, acquirers and technology partners to provide continuous business support to them by adhering to the agreed requirements in the service level agreements;
- Assist in preparing business strategy papers and relevant reports to the Management Committee and Board of Directors;
- Establish new and maintaining current business relationships with MyDebit participating banks, Third Party Acquirers, Cross-Border Partners, technology partners, BNM and Government agencies;
- 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;
- Ensure team works collaboratively within the business streams and across the whole organization; and
- Other ad-hoc projects as assigned

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
- 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
- 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, merchants and other related parties

- Facilitate open discussions and reach a resolution on complex and ethical issues in a fair and timely manner

QUALIFICATIONS

Minimum Qualifications

- Minimum 10 years' experience as head/leader of Digital Payment or Payment Innovation role, preferably in financial technology, payments or similar industry
- Strong understanding of payment systems, cards payment and digital payments ecosystem
- Minimum 8-10 years of experience in a managerial position within the financial or payment industry
- Minimum Degree in Business, Management, Computer Science or in any related field. A Master's degree or a professional qualification would be an advantage
- Possesses cross-cultural communication and leadership skills
- Outstanding negotiation, communication and presentation skills (written, oral, listening, influencing, coaching, strategic communication planning)
- Experienced in project management
- Conceptual thinking and demonstrated sound business planning and implementation

Additional Requirements

- Experience in driving or undertaking innovation initiatives
- 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
- Solid understanding of public and private sector stakeholder engagement
- Ability and agility to work under pressure with tight deadlines under fast changing circumstances
- Flexible in working hours and arrangements