

Job Description	
Position	Head, Change Lab
Department	Corporate Planning
Division	Corporate Services

SUMMARY OF RESPONSIBILITIES

1. Co-lead, research, design/develop **company's strategy** supporting the Director of Corporate Services, working in collaboration with other business leaders and key work partners.
2. Research, design/develop and effectively drive **change management projects** in the company aligned to the company's strategy.
3. Proactively lead/participate in **innovation initiatives** to advance the company's innovation agenda, including articulating and developing innovation opportunities, aligned to the company's goals, vision and mission.
4. Inspire and enlist others towards shared vision, enable team members, continuously challenge the status quo for improvement, walk the talk and encourage hearts. Work at both high and low level collaboratively with team members and key work partners.

KEY AREAS OF RESPONSIBILITIES

- Lead and co-lead in activities to research, analyze, design and develop company's strategies supporting the Director of Corporate Services, business leaders and other key work partners in the organization.
- Present company's strategies to senior management and the Board of Directors/Committees, obtain approval and support/sponsorship for implementation
- Drive initiatives relating to company's strategies i.e. change management principles, processes, tools and all related templates/documents, communication materials, monitoring and assessment tools etc. for effective implementation.
- Work in partnership and collaboratively with internal and external stakeholders to drive change agenda BE
- Develop and communicate progress reports to proactively engage internal and external stakeholders, effectively anticipate and manage potential issues and drive for resolutions
- Provide strategic insights and leadership to leadership, business teams and relevant key work partners
- Seek innovation opportunities and work collaboratively to bring innovative ideas to realization that will advance the company's innovation agenda
- Other responsibilities in the division/company as and when directed by the Director, Corporate Services and/or GCEO. This may include rotation into a different role, or leading a corporate-wide project (in addition to current role) to achieve company's objectives

People Management

- Lead in driving the Change Lab responsibilities in collaboration with leadership, business and key work partners to achieve department/division/company goals
- Influence decision-making in a complex matrix environment/eco-system through effective engagement and collaboration
- Establish new and maintain existing business/institutional/alliance relationships; which would include BNM, Financial Institutions, Government Agencies, merchants and other related parties
- Develop team members' competencies as well as other employees (where appropriate) through coaching, mentoring, training and other learning and development support
- Manage team members performance and provide inputs on performance for other key work partners where appropriate
- over personal priorities, fears or gains.

Qualifications

Qualifications & Experience

- Minimum 10 years' experience in a senior role with direct involvement to research, analyze, design, innovate, develop, drive and oversee implementation of company strategies, preferably in financial technology, e-payments or similar industry
- Strong understanding of payment systems, cards, digital payments ecosystem and innovation
- Degree in Business, Management, Computer Science or in any related field. A Master's degree, professional qualification in project management, change management and innovation would be an advantage
- Possess conceptual and design thinking skills and demonstrated sound business strategy formulation, planning and implementation
- A good understanding on diversity and inclusivity
- Good in consulting and solutioning skills

Additional requirements

- Possess an inquisitive and creative mind
- Possess research and analytical skills to track and predict trends
- Strong business knowledge with deep experience in e-payments related work, including policy development, implementation and oversight
- Well versed and up to date with future e-payments trends and technology
- Comfortable with taking calculated risks, navigate paradoxes and manage expectations of both internal and external stakeholders
- Outstanding negotiation, communication and presentation skills (written, oral, listening, influencing, coaching, strategic communication planning)
- Industry and government relationships both in Malaysia and abroad are added advantages
- Strong computer literacy (MS Office – Excel, PowerPoint and Word are minimum)
- Ability to work with minimum supervision and tight timelines
- Flexibility in working hours, conditions and arrangements

Technical requirements:

- Strategy development, formulation, planning, implementation and management
- Project Management
- Change Management