

Job Description	
<b>Position</b>	Department Head
<b>Department</b>	Retail Payment Platform (RPP)
<b>Division</b>	Retail Payment Services (RPS)

### SUMMARY OF RESPONSIBILITIES

Build, manage and execute business initiatives/plans and projects, in order to deliver the overall business objectives/targets to position PayNet as a market leader and thought leader in digital ecosystem.

### KEY AREAS OF RESPONSIBILITIES

#### 1. Thought Leadership

- Act as a positive role model in promoting ePayments
- Work with PayNet's vision to set the context for the business to operationalise the strategy to deliver customer and shareholder value
- Collaborate across the business to relentlessly deliver solutions that will serve evolving customer needs and drive an exceptional customer service culture
- Attract, lead and develop a diverse workforce and drive an inclusive culture to deliver strategic initiatives, while fostering a team environment where people are accountable for safety and wellbeing
- Build a resilient, agile team, able to navigate complexity and create a culture of simplicity, innovation and continuous improvement
- Make informed decisions aligned with PayNet's strategy, PayNet's ERM framework and industry/regulatory requirements
- Promote an organizational culture that encourages top performance and high morale

#### 2. Product/Service Development

- Keep abreast with the latest digital technology and payment landscape globally
- Undertake research and study new and emerging technologies, market needs, and product trends. Harness and apply learnings to improve PayNet's product portfolio, ensuring that PayNet's products achieve and maintain market leadership
- Identify and analyze the market/business trend
- Articulate product vision to achieve market leadership, and translate the vision into product requirements, features and functionality
- Formulate ideas to optimise product development and advise the Management on product investments that yield the best business and financial returns
- Build, develop and execute business process, encompassing operating models, revenue models, pricing structures and implementation plan, to introduce new products/services and deliver the business target for existing products/services
- Review business requirement documents, analyze the requirement gaps between business requirements and technical documents
- Review Product Operating Rules, Manual and conduct product training to internal and external parties
- Assist to further grow products/services, in line with the organization's business objectives
- Continuously enhance the products/services in achieving the competitive edge within the payment services industry

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- Explore and develop new products/services, in line with organization's medium-to-long term strategic business objectives
  - Prepare quality and timely management reports
  - Conduct effective communication to Participants and stakeholders on the latest development, business trends and future expansion
  - Maintains organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing new initiatives. Identify and harness synergies and streamlining opportunities across product/service

### **3. Project Management and Implementation**

- Project management (where applicable, to co-manage) on the implementation of new/enhance products and services involving:
  - i. Internal and inter-departmental resources
  - ii. Vendors/ system integrators
  - iii. Financial Institutions through the formation of business, operations and technical steering/ working committees
  - iv. Progress updates to Management Committees, Working Committees and relevant authorities
- Maintains organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing new initiatives
- Directs relevant research by studying organisation's goals, strategies, practices, visions and missions
- Coordinates resources for the flawless execution of projects, on-time implementation and within budget
- Recommends strategies, policies, and procedures by evaluating project outcomes; identifying problems; evaluating trends; anticipating requirements
- Accomplishes financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective action
- Maintains quality service by establishing and enforcing organization standards
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies
- Contributes to team effort by accomplishing related results as needed

### **4. Operations and Support**

- Prioritize, Delegate & Supervise daily operational matters and ensure fair distribution of workload
  - Mentor and Motivate team members on daily operational matters
  - Understand the product models/business processes and able to manage operational matters
  - Ensure business processes and systems are defined in line with PayNet/Bank Negara Malaysia's policies, standards, regulations and requirements
  - Ensure all legal and regulatory documents are filed and monitor compliance with relevant laws and regulations
  - Ensure all new systems have been evaluated for risk and provides or recommends final acceptance of the risk position before going live
  - Ensure provision of periodic & ad-hoc reports in accurate and timely manner
  - Ensure that all data under purview or custodianship is handled in a manner consistent with the procedures.
  - Ensure regular update of Internal Procedure, Operational Procedures and other operation related documents
  - Ensure Participants' compliance to the rules and service levels outlined in the Operational Procedures
  - Monitor bank's performance through production data and communicate to affected banks for improvements
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## **QUALIFICATIONS**

### **Minimum Qualifications**

- Degree in Computer Science, Business or its equivalent
- Post-graduate qualification will be an added advantage

### **Technical Qualifications**

- Strong technology expertise with ability to apply technology

### **Additional requirements.**

- Minimum of 10 years' experience in areas relating to Electronic Banking, Retail Banking, Transactional (Wholesale) Banking or Card Services with good writing and analytic skills
- Strong leadership qualities, aggressive and result oriented
- Excellent people skills to spearhead the team and stakeholders
- Strong understanding and ability to drive change, think strategically and exercise good judgement
- Strong communication, presentation and negotiation skills
- Strong trouble-shooting and problem-solving skills
- Strong ability to establish, develop, maintain good operational relationship and vendor management skills
- Experience in project management
- Ability to lead a meeting/discussion with external parties such as Banks & Merchants/Corporate Businesses