

Job Description	
Position	Specialist Government Engagement
Department	-
Division	Stakeholder Engagement

Summary of responsibilities

- Develop and build relationships with senior government officials and other external stakeholders. Act as the strategic interface between PayNet and the top management of government agencies and external stakeholders
- Influence the government and other stakeholders to align their interests with the developmental and public interest objectives of PayNet
- Identify opportunities for collaboration and harness collective efforts to achieve national economic benefits and efficiencies
- Act as an advocate to the Government and ensure positive perception of PayNet
- Lead the Engagement with the Government Sector.

Key Areas of Responsibilities

Strategic Development

- Understand governments' and other stakeholder's interests and needs. Influence senior government officials and stakeholders to align PayNet's public interest objectives with the interest of the government and stakeholders.
- Garner support for collaboration towards the betterment of Malaysia's e-payments infrastructures, ensuring it acts as an effective enabler for the nation's growth and prosperity
- Harness and direct the collective efforts with the government and other stakeholders for the greater good of increasing the efficiency, value proposition and inclusiveness of Malaysia's payment systems

Building Relationships

- Serve as a trusted advisor for the government and act as key point of contact for senior government officials and other stakeholders
- Ensure that industry views and needs are taken into account and PayNet's initiatives are syndicated with the senior government officials and other stakeholders
- Manage relationship with the government and external stakeholders of PayNet:
 - Actively facilitate and enable the achievement PayNet's goals and business plans through effective communications and engagement with the government sector and other stakeholders
 - Understand perspectives, views and needs of the government sector and other stakeholders and ensure that their views and concerns are taken into account within PayNet
 - Ensures the government's and other stakeholder's expectations are met. Identify and resolve disconnects before customer satisfaction is affected

Advocacy

- Advocate on behalf of the government sector and stakeholders to ensure PayNet's services and initiatives meet their business priorities and needs.

- Shape and build positive government sector and stakeholder's perception of PayNet. Build PayNet's credibility in the eyes of the senior leaders of the government and stakeholders. Articulate and communicate PayNet's value proposition to senior government stakeholders and other stakeholders
- Develop and implement metrics to monitor stakeholders satisfaction and ensure the quality, timeliness and effectiveness of PayNet's service delivery to stakeholders

Leadership

- Co-lead the Stakeholder Engagement function to support organizational objectives
 - (i) Develop and build organizational capabilities in stakeholder engagement
 - (ii) Co-ordinate other Divisional Directors, Deputy Directors and Senior Managers who perform some aspects of client engagement
 - (iii) Ensure resources are mobilized across divisions to better serve stakeholders' needs
- Shape and reinforce a customer-focused, high performance organisational culture
- Act as advocate and change agent to continuously improve engagement processes and outcomes

Qualifications & Competencies

- Degree in any discipline
- Minimum 15 years relevant experience in Government or Government Relations function with at least 5 years in leadership position.
- Understanding of e-payment products and banking in general.
- Must be well versed with PayNet products/services
- Individuals in this role must:
 - (i) Be able to communicate effectively, negotiate, manage conflict, build alliances and manage relationships
 - (ii) Excellent in people skills, decision making, organising and planning
 - (iii) Display strong empathy skills, able to listen effectively and have good diplomacy skills
 - (iv) Possess good business acumen
 - (v) Be a strategic thought leader.
 - (vi) Have leadership presence