

Position: Head of Business Development (CB Pay)

Job Purpose

The incumbent in this position is highly expected to lead, manage and improve CB Pay platform and related wallet ecosystem for greater customer experience, engagement and innovation. Head of Business Development is responsible for strategizing CB Pay business development plans to achieve the platform's long-term ambitions meanwhile maximizing opportunities for success. The role will require close collaboration with other major departments across the bank, such as Technology, Products, Payments, and System to deliver the wider e-payment strategy. Head of Business Development is also expected to create dynamic and consistent team-setting by delivering high standards and innovative mindset through qualitative approach for the department.

Job Description:

- Develop and execute customer and partner acquisition strategy to increase the number of CB pay users at sustainable measure
- Design and lead CB Pay business growth plan by implementing well-rounded framework on unique product offering, technology & security enhancement and seamless user experience of the wallet/application
- Design and update overall business development plan for CB Pay to meet current and future business requirements
- Utilize ecosystem thinking approach to deliver value for customers with focus on e-payment/m-banking products for CB Pay
- Maintain and improve CB Pay user/customer experience for greater user/customer engagement on the platform by analyzing feedback, developing framework, innovating product offerings, etc.
- Identify short and long-term product opportunities and provide actionable recommendations

- Develop, align and execute the channel roadmap and propositions to CB Pay long-term plans and priorities
- Effectively interact with other departments including, but not limited to technical integration, marketing and account management teams if necessary
- Stay up to date on the market trends and issues affecting the payments industry
- Conceptualize, develop and design CB Pay marketing and promotion campaigns for greater brand awareness and loyalty
- Lead the reporting and monitoring of CB Pay to senior management members/stakeholders
- Input and review requirements for regulatory change impacting the business and lead implementation of such change in partnership with Compliance and other departments
- Work with CB Pay technical team and other teams such as consumer banking, corporate & SME banking, and transaction banking for business collaboration and integration
- Assist CB Pay tech team by providing inputs (from business development perspective) to develop features and customer requirements in the pipeline
- Lead and manage initiatives to increase engagement of CB Pay customers, agents and merchants
- Manage payment partners & billers onboarding; Lead partnership negotiations
- Develop partnerships and relationships with business units within the organization, as well as with clients, partners and other vendors

Job Requirements:

- Bachelor or Master degree in Business Administration, Management, Economics, Technology or related degree
- At least 7+ years' proven work experience in Business Development preferable within e-payment or m-banking industry, banks or mobile money operators
- Strong understanding and experience in e-payments or SaaS industry highly preferred

- Detail oriented, positive attitude and the ability to prioritize tasks to fit deadlines
- Have excellent intercultural competences and experience working in diverse teams
- Excellent leadership, problem-solving, analytical and decision-making skills
- Strong collaborator with a demonstrated ability to influence broadly and challenge conventional thinking
- Independent self-starter with ability to multitask
- Proven resourcefulness and ability to work independently
- Ability to work under pressure and tight deadlines
- Ability to handle multiple projects and priorities concurrently and manage business expectations accordingly; Strong connection with partners
- Experience in leading a sizable team with good people management
- Strong interpersonal and communication skills with the ability to simplify complex topics, create and deliver effective presentations to engage senior management/stakeholders
- Good command of English and Myanmar Languages