

## Position Description

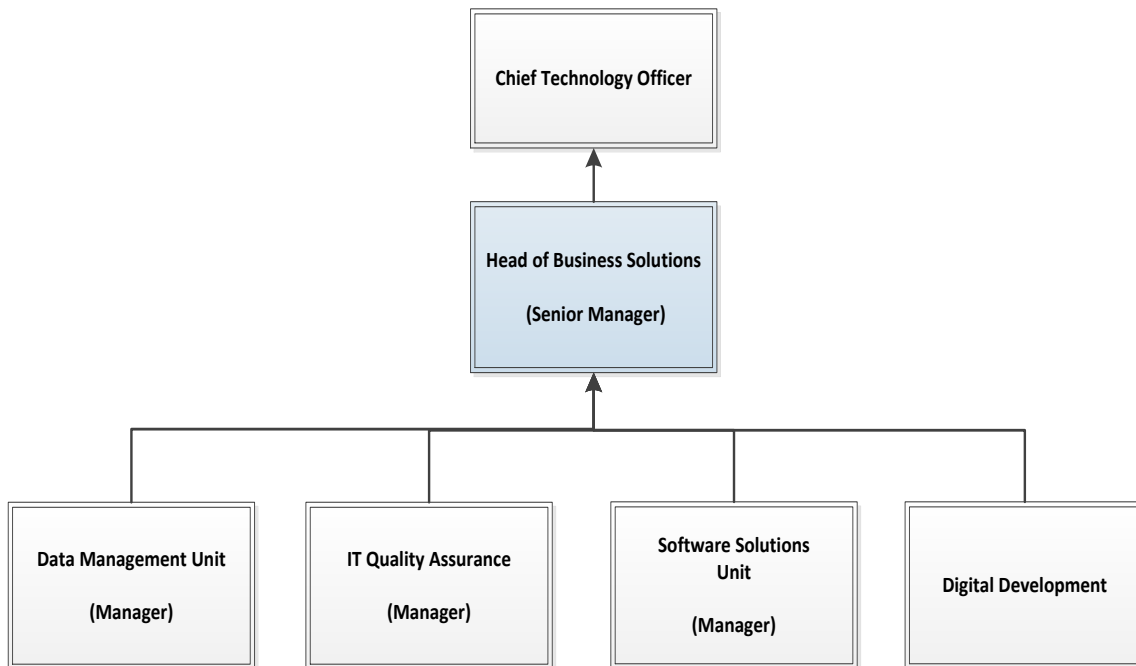
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**Job/Position title:** Head of Business Solutions

**Reports to:** Chief Technology Officer

**Department:** Technology

**Level:** MS34



### Overall Purpose of the Position

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Reporting to the Chief Technology Officer, the Head of Business Solutions will be responsible for the planning, management and delivery of the Bank's Information Systems along with the Bank's Database and Data Warehouse environments. In this position, the candidate must promote and oversee the development of Business Intelligence and reporting environments, whilst also ensuring that all external and internal requirements are met before our product reaches the internal and external customers. Furthermore, he/she will be responsible for the innovation and digital development of the Bank's digital channels, especially in driving, articulating and delivering the Bank's digital vision and plan.

## Main Duties and Responsibilities

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### Operational Responsibilities

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- To ensure the proper day-to-day management of the Data Management, Software Solutions and IT Quality Assurance Units;
- To set up and develop the Digital Development function into a Unit responsible for the Bank's website, Internet Banking, Mobile Banking and ATM channels;
- To promote and be responsible for the Bank's website, Internet Banking, Mobile Banking and ATM channels as the Bank's Business System Owner;
- To guide, assist, plan, manage, direct, monitor and control the delivery of agreed IT- related projects and services;
- To review the IT processes and procedures and recommend optimizations in order to reduce the operational cost;
- To define the Quality Assurance (QA) level of software quality and reliability delivered to our internal and external customers as well as the efficiency with which QA services are delivered, as well as providing the vision for the long term development of QA;
- To develop and align the Information Systems strategic goals and objectives to the Bank's strategy as directed by the Chief Technology Officer;
- To assist in the cultural transformation to foster a service-oriented environment based on the ITIL framework;
- To promote the Bank's Business Intelligence platform by defining an adoption strategy, whilst assisting in the development of the necessary controls to ensure accuracy of data.
- To identify, establish and assist in the definition and drafting of the IT Governance framework;
- To develop, implement and oversee the policies, programmes and objectives for the Bank's digital strategy as established by the Chief Technology Officer and the appropriate committees;
- To identify and define the core digital capabilities necessary for the Bank to meet its digital ambitions;
- To produce fact-based analysis and presentations to support the Bank's senior management in identifying potential new business and to develop channel migration strategies;
- To conduct competitive analysis and research activities related to development of the digital channels;
- To define an overarching strategy for the digital channels;
- To develop recommendations for the Bank's current capabilities and assets to accelerate its journey, and to create a magnet for digital talent;
- To partner with other divisions to enable an Omni-channel sales experience;
- To identify trends in customer behaviour and to propose enhancements in order to improve customer experience / journey;
- To develop campaigns for the Bank's digital channels in line with the approved strategy;
- To participate during various stages of the project life-cycle of projects related to the Bank's digital channels.
- To articulate proposals and specifications for the Bank's digital channels;

- To collaborate with Corporate Strategy and Marketing to define new business opportunities and to propose new digital channels;

### **General Responsibilities**

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- To implement and monitor performance measurement systems and other techniques benchmarking the Unit performance;
- To assist in the preparation of the Unit's business plan and underlying budgets. This includes the preparation of action plans and reports as may be instructed from time to time;
- To appraise the performance of his/her team and ensure that the assessments are carried out on time;
- To submit any reports and/or manage any projects and activities as may be instructed from time to time;
- To perform any other duties that may be assigned to him/her from time to time.

### **Qualifications, Skills and Competencies**

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- Proven working experience as an IT Manager / Senior Management role or relevant experience;
- Possess a BSc in computer science, engineering or relevant field; MSc/MA will be a plus;
- Experience in analysis, implementation and evaluation of IT systems and their specifications;
- Experience in controlling the information technology budget;
- Excellent organizational and leadership skills
- Proven experience in leading a Team effectively;
- Knowledge of project management techniques and tools; PMP / PRINCE II certification is a plus;
- Highly dynamic and organised individual;
- Customer driven with strong focus on quality of service;
- Excellent judgement and a demonstration of being decisive and tenacious;
- Excellent interpersonal skills with ability to influence and negotiate with internal and external stakeholders;
- Ability to contribute effectively towards the annual divisional operating plan;
- Strong presentation skills;
- Ability to challenge the status quo and inspire others to look for improvement opportunities;
- Extensive knowledge of:
  - the financial services sector, including regulatory and compliance obligations; and
  - the markets in which the Bank operates and relevant developments;
- Good oral and written communication skills.