



Job Description

JOB TITLE	Head of Business Transformation
LEVEL/BAND	MS 34
DEPARTMENT	Strategy & Marketing
DIRECT REPORT (JOB TITLE)	Chief Strategy Officer

Overall Purpose of the Position

To support its growth strategy and vision, as part of the Business Plan 2019-21, the Bank has embarked on a business transformation that aims to offer a simpler and more personal customer journey/experience, while at the same time deliver operational efficiencies.

The Head of Business Transformation will plan, drive and lead the business and Culture change programme ensuring alignment of people, processes and technology to deliver expected outcomes to APS Bank.

The jobholder will be responsible to articulate a compelling vision of change through the use of evidence based business cases including sound financial analysis and resource implications.

He / She will ensure monitoring of strategic initiatives and projects implementation, with regular reporting to the Executive Committee and will be responsible for the enforcement of decisions and implementation of mitigation actions as instructed by the same.

This role will be critical to driving Business Transformation and will work, in particular, closely with and through the HR, Finance and Technology teams to deliver the programme.

Main Roles and Responsibilities

As the focal point of the transformation programme, the Head of Business Transformation is responsible for:

- Planning and leading the execution of the transformation programme
Develop and implement a portfolio of initiatives / projects designed to increase revenue, reduce expenses, enhance business efficiency, evolve the Corporate Culture and improve customer experience that will support effective delivery of the strategic objectives of the Bank. Ensure that financial controls are maintained throughout.

- **Prioritisation of initiatives / projects**
Ensure initiatives / projects including IT-related ones are prioritised according to strategic objectives captured in the Business Plan, while at the same time ensuring adequate resourcing. Be accountable for coordinating activities and inter-dependencies, managing risk and ensuring a holistic view is taken. Take authority to assign ownership of the initiatives / projects to the various Departments if not handle within the Business Transformation Team, and review the implementation roadmap on a quarterly basis, seeking approval from Executive Committee for any deviation/adjustment to the original plan.
- **Guidance and support to the respective departments to execute action plans**
Provide the Departments with a framework (governance, process, reporting) for initiatives / projects, leveraging “agile” approach to project management and developing a culture of ownership and collaboration across the teams. Ensure at any time, adherence to process and governance.
- **Business Process Review**
Lead the Business Processes Review through best in class planning and execution, leveraging internal resources and external ones. This applies across the Bank, for all business lines and will span over the 3-year Business Plan.
- **Corporate Culture**
Be the Champion of the establishment and reinforcement over time of the Corporate Culture that will support the delivery of the strategic objectives. To this end, develop the set of tools to ensure the definition and development of such a culture (communication of the strategy, vision, mission & values, engagement/ secure buy-in at all levels, report/communicate on progress made, address disengaged cases).
- **Monitoring and reporting to Executive Committee on progress**
Build a framework to support progress monitoring and reporting in a timely fashion. Define and measure success metrics and monitor change progress.
- **Identifying and highlighting opportunities for improvements**
Analyse and identify areas of improvements within the Bank that support the objective of having a simpler and more personal customer journey/experience, and driving operational efficiencies.

Other Responsibilities

- Assist in the preparation of the Department’s plan and underlying budgets.
- Appraise the performance of his/her team according to the Bank’s policy.
- Ensure enforcement of the Bank’s procedures and policies at any time.
- Perform any other duties that may be assigned to him/her from time to time.

Qualifications, Skills & Competencies

	SKILLS	EXPERIENCE	QUALIFICATION
MANDATORY	<p>Excellent execution skills with agile mind-set</p> <p>Exceptional listening skills, with an ability to ask the right questions and uncover hidden insights.</p> <p>Excellent client service abilities, including strong presentation skills, from conception of a story or pitch to delivery in board rooms</p> <p>Business sense and commercial expertise, with curiosity and a creative mind.</p> <p>Ability to influence others and move towards a common vision/goal</p> <p>Exceptional communication skills – both written and verbal</p> <p>Assertive and self-confident</p> <p>Reliable, organised, and meticulous</p> <p>Expert level in project management with the corresponding tools and methodologies (Agile, Prince 2, etc.)</p> <p>Assimilate to APS Bank's values – Excellence, Authenticity, Passion, Inclusivity and Contemporary</p>	<p>Experience of developing and successfully delivering transformation change programmes</p> <p>Proven track record of strategically aligning financial resources with people resources, IT and other assets to achieve desired strategic outcomes</p> <p>Proven team leadership and management experience, with the ability to inspire teams and enable team members' career growth.</p> <p>Strong at financial control, process management and programme governance</p> <p>Experience in communications and change management principles, methodologies and tools</p> <p>Several years of experience in Financial Services (Bank and / or Insurance)</p>	<p>Masters ideally in business, project management or strategy.</p>
DESIRABLE	<p>Be team player while still being able to work independently when needed</p> <p>Committed to self-development</p>		