Head, Digital Banking

Description
The Head, digital Banking Officer works to ensure all digital channels complaints have gone through sufficient examination, analysis, escalation and reflection, and if possible, rectification by applicable parties.

He/she participates in testing and quality assurance for key digital projects and ensure successful transition to production.

Responsibilities

- Develop, implement and support a set of relevant, innovative and comprehensive digital solutions and services to various customer segments
- Develop and lead a strategy to build a new, industry-leading digital platform
- Deploy quantitative and qualitative methodologies in assessing market preferences, and adapting business needs likewise, in inventing and redesigning business solutions.
- Leverage strong fintech/ financial services background in collaborating with IT leadership, to identify new and emerging technologies for digital transformation.
- Identify, develop and deliver new revenue models
- Fuel new ideas and digital products, innovate and experiment
- Build digital partnerships and develop a true digital eco-system via 3rd party API solutions
- Bring ideas, best-practices and innovation not already found within existing team
- Team and digital product supervision. Provide team motivation and ensure uniformity in the understanding of business objectives.
- Strategy and implementation of a new Digital Bank
- Engage closely with the Digital Channels Enterprise Security Risk and Resilience team to assure platform and application releases meet the required penetration and application scan requirements
- Spearhead processes and interactions for the design and deployment of strategic fit-for-market bank products.
- Actively participate with product development and architectural teams to define product requirements, specifications and acceptance testing criteria
- Lead business development for digital products
- Lead the support and operational representatives to achieve client satisfaction for clients using the products
- Promoting teamwork by building an effective team committed to organizational goals
- Define, maintain and update the automation framework
- Train, guide and help various teams and testers in understanding the automation framework and ensure automation scripts are developed using the automation framework.
- Act as checks and balances quality assurance to ensure processes are implemented in the defined technology solution and closing feedback loop as part of the continuous service improvement agenda
- Ensure that all features in production are functioning and issues are properly

Hiring organization
Rosabon Financial Services Limited

The company is a Financial Services firm with over 29 years of experience in the Nigerian financial service space. Rosabon has leveraged on its knowledge of the market and has remained a leader in proffering excellent services to both large and mid size companies, from private to publicly-held corporations.

Employment Type
Full-time

Job Location
Lagos, Nigeria

Date posted
26 October 2022

APPLY

prioritized
- Develop digital strategies that enable the business to become more competitive, achieve specific business goals, growth the customer base, improve the customer experience and/or operate more efficiently
- Provide sales support for new sales and existing client upsell for the Digital Banking Platform.

Qualifications

- Bachelor's Degree and/or Master's Degree in any quantitative field (Business, Mathematics, Economics, Finance, Statistics, Science, Engineering)
- 5 to 7 years' experience in Digital banking functions
- Experience in client and account management within the financial services industry is desirable
- Experience working with product teams to design/build financial products
- Experience managing mid-market financial institutions in the areas of relationship management, service delivery, and sales
- Experience leading business innovation through change management and technology.
- Strong understanding/focus on digital technologies.
- Strong experience in consumer facing product management and design thinking
- Demonstrated actual practice in scrum/iterative application development, web-oriented architecture, API strategy and Cloud computing
- A proven knowledge of all aspects of the technology stack in a large scale, complex organization is critical.