

## Director, E-Commerce

### Description

The Director Ecommerce supports the Global Head of Collections in driving and delivering the strategy for eCommerce and overall Collections products. The job holder is accountable to deliver the specific initiatives, innovations and commercialization agenda for S2BPay.

### Responsibilities

- To deliver a seamless digital collections experience for our client base.
- To deliver the Collections strategy in eCommerce.
- To engage relevant stakeholders in solutioning, build and delivery.

### Strategy

- Drive eCommerce agenda that will enhance the underlying Product Fee, float and attract liability balances.
- Lead specific initiatives to gain broader market share, support key client implementations from product management perspective, win share of mind, demonstrate subject matter expertise to help teams across regions/countries and support sales teams during client pitch and RFP processes.

### Business

- Conceptualize and implement new product propositions in the ecommerce space with internal stakeholders, clients and partners.
- Form relationships with FinTech's, payment service providers, mobile wallet providers, etc to support roll out and implementation of the product offering.
- Drive launches and commercialize our eCommerce and Digital Collections proposition across the Bank's footprint markets considering evolving client needs across all client segments.
- Work with Sales and Marketing to develop strategy to market product offerings.
- Provide ongoing support and training for stakeholders including local Product managers, Relationship managers, Sales team, risk functions, etc to build product knowledge for effective commercialization.
- Own P&L responsibility for Digital Collections product offering.

### Processes

- Proven knowledge in terms of mapping, designing, and implementing omnichannel integration processes to deliver superior product, service and sales experiences.
- Must have awareness and understanding of the Operational Risk Framework for Transaction Banking.
- Work with risk and compliance on improving the existing framework to facilitate business growth.
- Providing clear business case for justification and investment.

### Hiring organization

Director, E-Commerce

Standard Chartered Bank is a leading international banking group, with a presence in more than 60 of the world's most dynamic markets. Our purpose is to drive commerce and prosperity through our unique diversity, and our heritage and values are expressed in our brand promise, Here for good.

Standard Chartered PLC is listed on the London and Hong Kong Stock Exchanges.

### Employment Type

Full-time

### Job Location

Singapore, Singapore

### Date posted

January 16, 2023

APPLY

## **Risk Management**

- Collaborate with Operations, Technology, CFCC, Legal, and Risk partners to ensure major risks are identified, escalated, mitigated and under control.
- Ensure reporting of identified risks to the relevant risk and governance committees and guiding local teams on the same.
- Work with relevant risk stakeholders (e.g. CFCC, Legal, Operational Risk, etc.) to understand and mitigate the risks associated with products being managed.

## **Governance**

- Maintain / update governance framework working with various stakeholders.
- Ensure timely renewal of country addendums (CAs) to PPGs and proactively work with stakeholders to identify, quantify, manage and mitigate new and existing risks.

## **Regulatory & Business Conduct**

- Display exemplary conduct and live by the Group's Values and Code of Conduct.
- Take personal responsibility for embedding the highest standards of ethics, including regulatory and business conduct, across Standard Chartered Bank. This includes understanding and ensuring compliance with, in letter and spirit, all applicable laws, regulations, guidelines and the Group Code of Conduct.

## **Qualifications**

- 10+ years of experience in Banking industry.
- Working experience in fintech, banking or relevant industries, 3+ years of experience in merchant acquiring, e-commerce, fintech, or transaction banking experience preferred.
- Degree or equivalent.
- Good knowledge of cash management products.
- Good understanding of Clients digital collections needs especially Global Corporates(multinationals), large and local corporates.
- Connected to eCommerce and Payment industry. Able to quickly understand merchant ecosystem for C2B / B2B.
- Experience with owning the entire product lifecycle, from inception to launch and ongoing product management/enhancement.
- Mature and driven with an enthusiastic "can-do" attitude.
- Effective in Stakeholder engagements. Team player. Think "out of the box".
- Excellent written and verbal communication abilities and interpersonal skills.