

<https://fintechnews.sg/job/first-vp-transact-function-lead-tmrw-digital-group-at-uob/>

First VP, Transact Function Lead, TMRW Digital Group

Description

TMRW (pronounced as “tomorrow”) empowers the digital generation with a full suite of banking solutions through a smart, mobile-only app. Its mission is to build and expand the best digital bank in ASEAN. Launched in Indonesia and Thailand as the first mobile only digital bank by United Overseas Bank (UOB) in ASEAN, TMRW offers innovative and simple solutions to help customers stay one step ahead of their finances.

You will be the catalyst of change for UOB and be part of our exciting roadmap in the next chapter of growth. Get ready for an exciting career path in a start-up environment that is diverse and fast-paced, where you will have the opportunity to be engaged in transformative programs, and collaborate with business, and technology teams as well as regional and country stakeholders. The team believes in empowering the people, giving them autonomy and ownership of what they do and their successes.

Join the team to transform the future of banking and make banking simple, transparent and engaging!

Responsibilities

- Product Owner responsible for end to end implementation of Digital Self-Serve capabilities for TMRW Digital Bank across the region
- Serve as a key point of contact – For service provider, technology and operations team for the payment capabilities implementation for the bank Digital payments strategy – Assist in the development of the overall digital payments roadmap of UOB
- Vendor performance management – To collaborate and coordinate with external payment delivery vendors in implementing industry projects in Singapore or ASEAN region
- Serve as the regional point of contact – for various country teams for ongoing support and management of digital payments related improvement or enhancement requirements
- Build and handle operational management requirements for payments capability deployment in TMRW Digital Bank across the region – Product Owner for payments capabilities in TMRW Digital Bank App – To design, develop and implement Straight Through Processing (STP) payments capabilities in the digital bank app
- Work closely with cross functional AGILE squads to implement various payments capabilities such as proxy based payments, QR payments, Pull payments and Real-Time debit payment – Independently or in combination with Transaction Banking and Country Digital Bank functions
- Conduct customer and staff immersions – Support synthesize staff and customer insights – Personas, journey pains, gains with regards to service experience and improve performance
- Analyse data on in-app customer journey performance – from Adobe Analytics, Splunk, Crashanalytics and other applications to understand

Hiring organization

UOB

United Overseas Bank Limited (UOB) is a leading bank in Asia with a global network of more than 500 branches and offices in 19 countries and territories in Asia Pacific, Europe and North America. In Asia, we operate through our head office in Singapore and banking subsidiaries in China, Indonesia, Malaysia and Thailand, as well as branches and offices.

Its history spans more than 80 years. Over this time, the bank has been guided by our values — Honorable, Enterprising, United and Committed. This means the bank always strive to do what is right, build for the future, work as one team and pursue long-term success. It is how UOB work, consistently, be it towards the company, its colleagues or its customers.

customer drop off or struggles in in-app self-serve journeys. Use insights from such analysis to improve in-app customer journeys

Qualifications

- Bachelor's Degree with minimum of 12 years of relevant work experiences
Scrum Product Owner and/ or Design Thinking, LEAN methodology certifications would be preferred
- Performing the role of a business lead/ Product Owner in driving Digital Self-Serve capabilities in a Digital App for a well-known bank or fin-tech
- Strong understanding of digital service interactions models and possible use cases of deployment
- Good understanding of the consumer banking landscape in terms of products, functional teams, services and typical banking applications
- Good understanding of contact center functionalities and platforms
- Appreciation of design thinking/ human centered design methodology and experience in using it in project implementation
- Experience in customer immersions, journey mapping and design
- Must demonstrate strong analytical, problem solving, communication and creative skills

Employment Type

Full-time

Job Location

Singapore

Date posted

September 21, 2022

APPLY