

Ref. No. HRD.HRMD.2504

ADVERTISEMENT

Engagement of Chief Digital Officer (CDO) on contractual basis

IMPORTANT DATES:

Opening date for receipt of application	30.01.2019
Last Date for receipt of scanned application through E-mail	16.02.2019

SyndicateBank invites applications from Senior Executives for engagement of Chief Digital Officer (CDO) on contractual basis.

Aspirants are requested to send scanned copy of application duly filled & signed along with resume to e-mail ID horecruitments@syndicatebank.co.in.

Terms and conditions	
No. of posts	1 (One)
Age	Maximum – 58 years as on 01.01.2019 (inclusive)
Experience	<ol style="list-style-type: none"> The Executive in the rank equivalent to Asst. General Manager/Dy. General Manager of PSBs or Vice President in Private Sector Banks. He/she should have worked for a minimum period of 08 years in the field of digital banking. He/she should have a good track record (shall not be facing any criminal charges/investigation) and operational experience in field and administrative offices.
Educational qualifications	First class engineering graduate or above in Computer Science, Information Technology or Electronics & Communications or first class in MCA.
Tenure of contract	The period of engagement shall be initially for a period of 03 years. Depending upon the need, the period of engagement may be extended for a further period as decided by the bank.
Termination of contract	Performance will be evaluated periodically. In case the performance / conduct are not satisfactory, the contract will be terminated with three month's notice on either side.
Location	SyndicateBank, Corporate Office, Gandhi Nagar, Bangalore.
Selection procedure	The applications received from the candidates will be screened and shortlisted on the basis of eligibility and relevant experience. The requisite number of shortlisted candidates will be called for interaction/interview for final selection. The final selection will be made on the basis of eligibility, experience, qualification and performance during interaction/interview. The interaction/interview will be conducted by a committee constituted for the purpose.



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	<p>Mere satisfying the eligibility norms do not entitle a candidate to be called for interaction/interview. The Bank reserves the right to reject any application not suiting the Bank's requirements without assigning any reason whatsoever and call only the requisite number of candidates out of those who fulfill the eligibility criteria as may be required for the post.</p>
Reporting Officer	<p>He/she will be reporting to MD & CEO through the concerned Executive Director at Corporate Office, Bangalore.</p>
Job profile	<p>Responsible for working closely with key business stakeholders, technology partners, NPCI, ecommerce partners/merchants and regulatory partners and ensure maximum uptime for all the Digital channels.</p> <p>Monitor competition and keep abreast of the channel offerings/ service developments.</p> <p>Monitor daily operations of delivery channels and identify improvement areas for re-engineering to ensure delivery of efficient and high quality service to customers.</p> <p>Support implementation of new digital products and enhancements for the existing digital channels based on local and global trends to improve service offerings to our customers.</p> <p>Ensure timely and accurate MIS and dashboard reporting to drive digital activations.</p> <p>Liaise with the Regions/branches/contact centre for digital banking registrations like internet banking, mobile banking including UPI, Bharat QR, e-statements etc.</p> <p>Provide ongoing technical support for complaints on digital banking channels and resolution.</p> <p>Identify business/ improvement opportunities and report complaints which require special attention and recommend preventive measures.</p> <p>Manage digital channels process notes and operating instructions, with configuration management to ensure easy retrieval and safe keeping.</p> <p>Assisting in framing policies & procedures for the implementation of digitalization in various reform themes.</p> <p>Addressing issues involved in the implementation of digitalization.</p> <p>Any other matter (related to implementation of digitalization in various reform themes), as may be entrusted by the Bank from time to time.</p> <p>Principal responsibilities</p> <ul style="list-style-type: none"> • Formulate/develop digital strategies to drive the next generation of digital banking • Lead/coordinate the implementation of key digital initiatives including

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<p>Job profile</p>	<p>digital platform migration project</p> <ul style="list-style-type: none"> Plan/implement digital projects to integrate lifestyle and banking appetite with artificial intelligence Design effective and efficient digital customer journey to ensure the delivery of excellent customer experience through website/mobile app/web as a result to deliver ambitious growth in digital traffic and usage Work closely with a wide range of stakeholders including product owners, technology, compliance and external vendors to construct and deliver quality services in digital channels Conduct researches on the best and evolving market practice to define the most efficient and customer-friendly UI throughout the entire customer journey Interpret digital journey and engagement effectiveness, and identify learning, insights and actions To monitor and ensure digital adoption of delivery channels like ATM, Internet Banking, Mobile Banking and other Mobile Applications
<p>Compensation/ Perquisites</p>	<p>Market related pay will be offered</p> <p>The compensation and terms & conditions will be negotiated/ finalized depending upon the suitability of the candidate.</p>
<p>Surrender</p>	<p>On the last day of the contract, the contractee shall surrender the residential quarters & other items, if any, provided by the Bank during the tenure of the contract.</p>
<p>Terms and conditions</p>	<p>The working hours of the Bank shall be the usual hours as applicable on all days except 2nd / 4th Saturdays, Sundays and holidays declared under NI Act. Accordingly, he / she is required to attend to the Bank on all the working days at the commencement of the working hours.</p> <p>He / She shall be provided with landline telephone facility at office</p> <p>He/she will be entitled to avail 01 day leave for each completed month of service. Total 12 Casual Leave for every year of contract, out of which not more than four days can be taken at a time. However, if his/her absence exceeds 12 days in a contract year, proportionate amount will be deducted for each day of his/her absence over and above the permissible leave from the consolidated payment. Un-availed Casual Leave for each contract year shall lapse at the end of the contract year. During the first contract year, he/ she shall earn Casual Leave on pro-rata basis @ one day for each completed month or part thereof.</p> <p>In case of travel on outstation duty he / she shall be eligible for allowance/s at par with the allowances of the General Manager of the Bank.</p> <p>The terms & conditions of engagement is whole and simple governed by the provisions of the contract and the engagement shall not be construed as an employment in the Bank and the provisions of PF / Gratuity / Pension, etc. shall not apply in this case.</p>

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Terms and conditions	<p>His/Her engagement on contract is for a specific period as stated in the above, and as such should not be construed as an offer of employment or a regular employment in the Bank.</p> <p>On completion of the contractual period of three years, his / her engagement shall automatically come to an end. There will not be a need for issuance of communication by the Bank for termination of the contract after the above said period.</p> <p>He/she shall be required to execute the Fidelity & Secrecy bond under which he / she shall agree not to disclose any information/data which he/she is privy to while in the contract engagement and shall take reasonable security measures to prevent accidental disclosure.</p> <p>Applications to be forwarded through proper channel for the candidate who are currently in service in PSBs and has to submit NOC at the time of interview/interaction.</p>
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Note:

1. Bank reserve the right to modify/delete any criteria mentioned above.
2. Application format to be downloaded from Bank's website (www.syndicatebank.in) under career option.
3. Scanned copy of the application along with resume should be mailed to E-mail ID: **horecruitments@syndicatebank.co.in on or before: 16.02.2019.**
 - ❖ Bank will send a confirmation mail to the applicant after receiving the application. In case any applicant does not get the confirmation mail within two working days from the date of sending the application, they may consider that their application has not successfully reached and should resend their application and documents as stated above. They can also check the status of their application by contacting HO: HRMD on 0820-2570387.
 - ❖ Information regarding personal interaction/interview will be intimated to the shortlisted applicants on their email ID.
 - ❖ The applicants are required to keep the original Application form with them along with one set of the requisite documents in support of their eligibility and submit the same when called for personal interaction/interview. Also, ensure to bring along the original documents for verification at the time of Personal interview/interaction.
4. Mere submission of application against the advertisement and apparently fulfilling the criteria as prescribed in the advertisement would not bestow on him/her right to be called for interaction/interview.
5. **Incomplete applications or applications not in the prescribed format are liable for rejection.**
6. While every effort will be made to ensure that the intimation to the eligible applicants, short listed for attending the personal interview/interaction will be sent sufficiently in advance, the Bank will not be held responsible for delay in receiving the intimation by the applicant for any reason whatsoever. The applicants are advised to keep track of the status of their candidature by visiting their own email ID



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from time to time.

7. Bank reserves the right to reject any application not suiting the Bank's requirements without assigning any reason whatsoever.
8. Any resultant dispute arising out of this advertisement shall be subject to the sole jurisdiction of the Courts situated at Udupi.

Date : 29.01.2019
Place: Bengaluru


GENERAL MANAGER (HR)

