

Position Title:

VP Performance Management, Retail Banking

Key responsibilities:

- You assess and develop appropriate key performance indicators (KPI) and performance goals for individual sales and teams.
- You develop and manage performance tools, processes, and programs. You design and evaluate performance appraisal and tracking systems.
- You translate company goals to individual goals and align efforts and outcomes.
- You clearly communicate what success looks like for each part of the organization.
- You determine the appropriate incentives for the position and aligning those incentives with key performance indicators and deliverable goals
- Develop standards and applies benchmarking and best practice applications to support improvement at the team and organizational levels.
- You develop performance improvement plans, coaching agendas, training materials, and progress tracking methods.
- Support other tasks as assigned by Line Manager
- Coordinate with other department to support /enhance business performance

Key requirements:

Mandatory

- University graduate.
- Minimum 4 years of performance consulting activities in banking and financial services industry.
- Knowledgeable of KPI management in financial services industry, especially Retail Banking
- Experience managing sales teams
- Strong interpersonal skills, analytical and creative
- English fluency
- Self-confident, ambitious, willing to take challenges, aggressive and can-do attitude.

Preferred

- Knowledge of hardware, software and programming;
- Fast learner, independent and capable of working under pressure and efficiently.

- Knowledge of SQL, Data Warehousing, BI, Data Modelling with experience in Big Data a strong plus
- Advanced knowledge and experience in CRM platforms, campaign management platforms, A/B testing, and web analytics such as Adobe Analytics,
- In depth knowledge of digital banking, banking products and the overall industry a strong plus
- Good written and verbal communication skills and demonstrated success presenting strategies and concepts in a clear and compelling manner to cross-functional stakeholders that persuades action
- Excellent stakeholder management and project management skills
- Innovative thinker with ability to work and thrive in a dynamic, team-oriented environment
- Able to interpret analytical data and marketing data synergistically with marketing communications
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