



## JOB DESCRIPTION

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|-------------------|----------------------------------|
| Job Title         | Special Officer (Senior Manager) |
| Department/Pillar | Group Innovation & Digital       |

### SUPERVISION

|                |                                      |
|----------------|--------------------------------------|
| Reports To     | Chief Innovation and Digital Officer |
| Responsible To | Chief Innovation and Digital Officer |
| Accountable To | Chief Innovation and Digital Officer |

### SUMMARY OF DUTIES

This role acts as a strategic and operational partner to the CIDO, supporting the management of the Group Innovation & Digital division and its key initiatives. This role will be responsible for strategy development, stakeholder engagement, research & insights, business management support, and high-impact storytelling to drive the Group's digital transformation and innovation agenda. The role requires a multi-disciplinary professional who is adaptable, analytical, and an excellent communicator, capable of working well together with GID's teams across the functions of Innovation, Digital, Enterprise Architecture, and Data Analytics while engaging with internal and external stakeholders.

### MAIN DUTIES / RESPONSIBILITIES

1. Support the CIDO in managing divisional priorities, OKRs, and cross-functional initiatives.
2. Track and monitor strategic projects, ensuring effective execution and alignment with transformation goals.
3. Prepare reports, dashboards, and executive-level presentations for leadership discussions.
4. Stakeholder Management & Communications, both internal and external and act as a liaison between the CIDO and key internal and external stakeholders.
5. Support strategic partnerships and ecosystem collaborations (e.g. industry, academia, technology partners).
6. Develop communications and briefing materials for executive and stakeholder engagements.
7. Conduct market research, industry benchmarking, and strategic analysis to support decision-making.
8. Develop position papers, business cases, and insights reports to guide transformation efforts.
9. Support innovation and digital teams with structured recommendations based on industry trends.
10. Assist to craft compelling narratives for transformation programs and projects, ensuring clear communication of impact and value.
11. Develop white papers, strategic narratives, and content to support thought leadership.
12. Assist in preparing materials for presentations, reports, and external engagements.

13. Lead or support cross-functional special projects that require agility and problem-solving.
14. Step into strategic or operational issues as needed to drive execution and resolution.
15. Identify process improvement opportunities within the division.

#### **Education & Experience:**

1. Possess a Bachelors or Masters degree in Business Administration, Strategy Management, Communications, Computer Science and/or Engineering or related fields from a reputable, accredited institution.
2. 7-10 years of proven experience in Corporate Planning/Corporate Strategy, Business Management, Innovation, or Transformation roles.
3. Strong demonstrated experience in stakeholder management, communications, and strategy execution.
4. Background in consulting, innovation and project management, enterprise transformation, or startups is a strong advantage.
5. Strength in writing, storytelling, and multimedia content development is a key requirement (both in English and Malay).

#### **Skills & Competencies:**

1. Positive attitude and energy – able to manage high-pressure, multi-disciplinary focus areas in supporting the CIDO and working with other functions within the GID Pillar.
2. Strategic & Analytical Thinking - Ability to break down complex challenges and provide structured recommendations.
3. Communication & Storytelling - Strong writing, presentation, and business communication skills, in multimedia format
4. Stakeholder Engagement - Ability to manage and influence internal teams, senior executives and external partners.
5. Research & Insights - Proficient in conducting market research and synthesizing insights.
6. Multi-Disciplinary Agility - Comfortable working across different domains and business areas.
7. Project Management - Strong ability to track multiple initiatives and ensure execution.
8. Tech & Digital Fluency - Understanding of AI, digital transformation, enterprise architecture, and data trends.

BUILD. CREATE. THRIVE