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| **Job Description** | | | | |
| **Position** | **SVP & Head Product Engineering** | Incumbent | | **(Confidential)** |
| **Department** | **Digital Technology** | **Function** | | **Product Engineering** |
| **Reporting to** | **Executive Vice President & Head - Digital Technology** | **Band** | | **2** |
| **Location** | **Gurgaon** | **Team size (D/I)** | | 5/55 |
| **JOB SUMMARY:**  As SVP & Head – Product engineering, the incumbent will be accountable for the digital footprint of the organization across the 3 cohorts – Customers, employees, and Sellers / bank partners. The incumbent will provide vision and leadership for developing and implementing Digital product and technology roadmap, that aligns with MLI’s vision of being digital first organization.  The incumbent will implement the digital transformation for Maxlife. He will work towards creating a business capability roadmap, supporting technology components roadmap and skill mosaic which is required to implement the vison.  The incumbent will partner with business teams to co-create a product vision for customer experience transformation assets and lead the end-to-end implementation of engineering projects supporting the transformation.  ***The incumbent will lead team of 55 employees manage of overall cost of around 40-50 crores of development and 8-9 crores of sustain.*** | | | | |
| KEY RESPONSIBILITIES: Lead team of product engineers, technical leads, UX and developers to identify, implement and support adoption of digital transformation initiatives across onboarding, Customer service & Employees  ***Digital strategy & Product vision***   * Collaborate with senior leaders, benchmark customer journeys across the industry to create a digital product capability roadmap * Create a rolling Epic level plan for next one year on key pillars – digital onboarding, digital servicing & digital employee * Leverage UX as a potent asset in delivery superior customer experience through the digital assets. * Build an adoption strategy for Digital assets and Drive adoption across business teams by running analytics, sending out periodic updates on the progress & influence senior stakeholders * Keep current with trends and issues in digital, including current technologies and prices. Advise, counsel, and educate executives and management on their competitive or financial impact. * Bring outside in knowledge and market intelligence to MLIs customer facing teams. Sell them ideas that will help MLI in improving customer experience, reducing cost of acquisition/service, and increasing sales. * Assess and communicate risks associated with Digital investments. * Develop business case justifications and cost/benefit analyses for Technology spending and initiatives in Customer Solutions   ***Engineering Excellence***   * Create communities of practice and capability in specialized areas like intelligent automation, customer communication, UX, contact center, conversational BOTS. * Work with HR & CTO to create a graduate engineer program for creating a talent pool for the engineering. * Collaborate with Enterprise Architecture to create efficient coding practices, low code platforms for efficient delivery. * Execute fully automated CI/CD pipeline along with testing automation to ensure hyper automation at scale.   ***Project Delivery***   * Establishing the maturity of the Maxlife Agile framework with best practices around N+2 releases, legacy dependencies, automated check-in * Coach and train the teams to work effectively in Agile model, especially around participation from legacy solutions and business teams * Leverage portfolio mgt tools like plan view & proactive review mechanisms for on time delivery of projects across the project lifecycle. * Resource planning & Forecasting to ensure adequate supply to manage demand. * Work with procurement team to identify the strategic vendors and build relationships to create flexible supply chain of critical skills * Review hardware and software acquisition and maintenance contracts and pursue master agreements for partner contracts relating to technology initiatives for Customer Solutions.   ***Product Ops / Support***   * Closely work with IT Services team to create proactive processes to ensure industry leading system uptimes. * Constantly work towards optimizing tickets, sustain spends through superior code, proactive monitoring, and automated ops. * Ensure compliance to IRDAI / board guidelines by ensuring product is consistent with the laws of land and company policies * Ensure adherence to information security policies by ensuring system parameters like EOL/EOS, cloud hosting, privileged access & data leakage is built into sustain and delivery processes.   ***People Leadership***   * Create a future ready product engineering organization through right structure, right talent, and right rewards & Recognition * Identify futuristic skills and create roadmap – external hiring and upskilling of current workforce to bridge the gaps * Provide inspirational leadership to technical resources for them to bond with the organization and for them to treat Maxlife as an employer of choice. * Create performance benchmarking and career ladders for technical & product management roles to ensure growth and retention. | | | **Measures of Success:**   * Achievement of digital transformation metrics * Self-service penetration – 80% * Self-service adoption – 90% * Human less UW – 85% * Insta issuance – 65% * Ecom (Session to quote) – 15% * Achievement of engineering metrics * % Agile transactions * 75% DevSecOps with CI/CD pipeline * Test Automation coverage – 90% * Defect ratio – 0.25 per release * Weekly releases for Top Assets * Managing overall cost to (+/-) 5% of total budget * Adoption / Utilization and benefits regularization of IT transformation projects * User satisfaction from technology platforms/solutions -8/10 * Customer website NPS - 70 * Audit rating of 2 for all applications * Reliability of IT systems/solutions – 99% uptime (Including bank assets) * Create a future ready prod engineer org – 75% of team will niche / engineering skills * Drive Employees Engagement &   (Score above benchmarks – Co/function)  **Key Relationships (Internal /External):**  **Internal:**  CXOs/Senior Leadership team  Sales teams at HO and field & Agent Advisors  Ops leadership team  Compliance teams  **External:**  Bancassurance partners  Service Providers  Vendors  Consultants  **Key competencies/skills required:**   * 15-20 years of experience in one or a combination of the following: digital customer experience, digital product/Platform management, digital consulting * Experience in product management/development, program management, strategy, marketing and/or related position in a consumer-oriented, technology-dependent environment in financial services or related industries * Should have experience in managing large teams with a mix of product management and technology * Must be able to work with all levels of an organization from field to CXOs * Proven entrepreneurial mindset with strong operational excellence * Ability to influence key stakeholders and operational owners through * Exemplary leadership skills with excellent communication and a thoughtful, persuasive solution-oriented approach * Exemplary leadership skills – ability to crate new capabilities, manage org dynamics and grow & retail internal talent. | |
| **Requisite qualification and experience:**   * 15-20 years of experience in digital transformation. Must have held leadership roles, managed application development and implementation. * University PG degree and / or MBA * Experience in managing agile and waterfall development methodologies * Experience in strategic planning and execution * Experience in managing product ownership teams and engineering teams in a B2C & B2B setup. * Certified in   **Desired knowledge and experience:**   * Proven leadership in product management * Good exposure to engineering best practices especially around DevSecops, cloud architecture, data engineering and intelligent automation. * Understanding and experience of UI/UX and its impact of adoption and success of technology initiatives * Proven empathy to the stakeholders – right brain thinking. * Considerable knowledge of business processes especially in services organization – Financial services will be an added advantage * Proven experience in business transformation especially in large legacy organizations * Excellent understanding and experience of working in distributed agile. * Leadership skills - Ability to Manage large teams, business stakeholders and cutting-edge digital talent * Great communication skills – especially around conceptual selling and change management * Exceptionally self-motivated and directed. Keen attention to detail * Ability to motivate in a team-oriented, collaborative environment | | | | |