**Senior Specialist – Virtual Financial Services**

The role of the Senior Specialist VFS Digital – Financial Services is responsible for executing the Virtual Financial Services strategy into the digital channels. The role will be responsible for growing its customer adoption & performance and improving its experience. The role is a key interface into internal stakeholders and our digital customer. Extensive Financial Services product knowledge (Digital payments, lending, insurance), channel knowledge and understanding is essential through in depth usage reporting Your responsibilities will include:

-Develop and execute on overall Financial Services Digital strategy

-Execute on associated projects to achieve business objectives.

-Develop and execute on initiatives to improve customer satisfaction, usage, cost saving and revenue

-Competitors benchmarking and best practices sharing Customer Experience

-Ensure customer centricity – by bringing in customer experience into every decision

-Use data and analytics to understand customer behaviour and customer needs

-Ensure every Financial Services Digital journey is exceeding world class customer experience standards

-Commercial Ownership of Financial Services Digital Objectives

-End to end ownership and accountability of the Financial Services Digital growth strategy

-Ensure migration of customers from traditional physical engagements and also older self-service channels onto Financial Services Digital.

-Drive revenue and cost savings

-Increase channel profit margin

-Continuous monitoring of performance

-Identify key asset/partner to grow our digital financial services offerings

-Subject Matter Expert, Organisational Leadership and communication.

-Client champion for Financial Services Digital

-Obtain buy-in across the organisation and work especially closely with the Financial Services Marketing teams to ensure ongoing Financial Services Digital promotions.

-Build very close relationships with Retail and Call Centre teams to ensure customer education and support.

-Work with Financial Services product teams to ensure the Financial Services Digital is always included in future product plans. Ensure we deliver on their requirements.

-Remove operational and execution barriers

-Leadership and Teamwork

-Provide inspirational leadership and coaching across the Client’s organisation to deliver commercial outcomes

-Champion of change, positioning ways of working as a model for customer led, brand experience.

New company culture and organisation development.

-Create a high level of employee engagement to deliver the leading customer experience.

-Ensure diversity of gender and culture background in team

-Create an environment responsive to rapid changes in market conditions, intraday, weekly and monthly

Actively manage relationship and alignment with Technology. Specifically the consumer. - Thought leadership to develop a best in Class for digital experience.

-Develop individuals within the team with real time coaching, feedback and timely career succession planning, ensuring that each individual has a documented personal development plan.

Governance

-Set up and manage a rigid Governance framework for financial services stream

-Innovation and Change

-Drive innovation in a product and services delivery while guiding the allocation of resources from low to high impact initiatives

-Take a deep interest in new technology and emerging global services delivery trends

and their relevant to the Client’s online and self-service approaches.

Qualifications -

-Matric is essential

-Relevant 3 year Bachelor’s Degree is essential,

-Certified Scrum Product Owner or practical experience working within an agile software development team (preferable)

-A minimum of 5 years relevant working experience