

Position Title: Director (Operations)

Reports to: Chief Executive Officer

Reporting Department / Division: Credit, Banking, ICT, Finance and Treasury, Legal, Customer Care, Thimphu Main Branch, Regional Office

Position Summary:

The role of the Director (Operations) is to support the Chief Executive Officer (CEO) in:

1. Strategy development and implementation
2. Overall management and administration
3. Achieve sustainable business growth
4. Improve BDB's financial performance
5. Improve portfolio quality with Non-Performing Loan (NPL) management strategy
6. Digitalization of services and delivery channels to reduce operational cost and expand outreach
7. Enhancing operational efficiency with optimal uses of available resources and process improvement.

The Director (Operations) will closely work with the CEO with the following responsibilities and also assume the CEO's responsibilities in his / her absence.

Primary Responsibilities:

A. Organization Leadership:

The Director (Operations) will support the CEO to align BDB team around the strategic objectives of the BDB. The Director (Operations) will:

1. Support the CEO to develop strategic plan and implementation
2. Support the CEO to manage the BDB as per the plans, programs and policies approved by the board of directors
3. Support the CEO to design an appropriate management structure
4. Formulate, review and implement department / division / project plans and programs
5. Periodic review of the BDB's performance along with the pre-defined KPIs. Identify the shortfall on the performance and implement corrective measures
6. Ensure that strategic and operational plans are implemented accordingly and pre-defined KPIs are achieved
7. Ensure that BDB adopts clear and consistent management practices to ensure an effective and cohesive management team.
8. Lead the implementation of BDB's institutional strengthening and restructuring plan, monitor the progress and report to the CEO.
9. Regularly report to the CEO and board of directors on BDB's overall operations, credit portfolio including portfolio quality and NPL management.

B. Financial Management and General Administration:

The Director (Operations) will support the CEO in day to day operations of the BDB. He/ She is also responsible to implement an appropriate financial management practices and controls to ensure sound financial management practices and internal controls mechanism in the BDB. The Director (Operations) will:

1. Support the CEO to prepare and implement BDB's financial goals consistently meet the key performance indicators set by the board of directors
2. Support the CEO to improve BDB's financial performance while meeting the social mandate
3. Ensure that BDB's financial statement are prudently prepared adhering regulatory norms and disclosure requirements
4. Ensure that the interest of depositor are secured

5. Develop and maintain good relationship with stakeholders and business partners to remain competitive in the market

C. Credit Process and NPL Management:

The Director (Operations) will support the CEO to improve the credit process and NPL management. The Director (Operations) will:

1. Lead BDB's effort to improve portfolio quality in line with its objective and regulatory requirement by streamlining credit process, and implementing an effective portfolio monitoring and supervision mechanism
2. Train and provide strategic support to BDB's credit staffs on credit process management including credit appraisal, portfolio monitoring and supervision
3. Streamline existing credit products, identify BDB's competitive strengths and align products portfolio accordingly.
4. Lead BDB's endeavor on NPL management. Prepare a NPL management strategy and implement it as a top priority.

D. ICT and Digital Drive:

The Director (Operations) will also support the CEO to improve current ICT infrastructure and led BDB's digital journey. The Director (Operations) will:

1. Prepare and implement well-structured strategy to lead BDB's digital drive
2. Ensure that ICT function efficiently and effectively by adopting the appropriate technology
3. Introduce innovative and cost effective digital channels to serve current clientele
4. Introduce innovative and cost effective digital channels to reach the unbanked or poorly banked rural population.
5. Use or improve ICT infrastructure to reduce operational cost and improve operational efficiency

E. Governance, Internal Control, Risk Management and Compliance:

The Director (Operations) will also support the CEO to ensure corporate governance, improve internal control, risk management and compliance in the BDB. The Director (Operations) will:

1. Serve as a Member of the Board Credit Committee
2. Serve as the Chairperson of HO Credit Committee 1
3. Serve as the Chairperson of HO Loan Recovery Committee
4. Serve as a member of the other relevant committees and provide strategic directions for appropriate decision making
5. Review and assess existing internal control mechanisms and institute effective measures to address identified gap. Implement internal control framework to prevent frauds and embezzlements
6. Ensure that strong risk management, compliance and governance framework are embedded across different functions of the BDB
7. Adhere and implement the findings and observations of audits and compliance as a top priority.
8. Implement Risk Based Audit system and Information Security audit in the BDB

F. Business Development and Customer Care:

The Director (Operations) will also support the CEO in business development and formulation of a well-defined customer care strategy. The Director (Operations) will:

1. Support the CEO to streamline existing products and services to enhance strategic competitiveness

2. Support the CEO to prepare and implement short term and long term business plan
3. Introduce new banking products and services to the rural clientele through efficient delivery channels
4. Support the CEO to foster a customer oriented business approach
5. Institutionalize corporate relationship with key stakeholders including customers, governments, private sectors, international agencies to achieve strategic objective
6. Support CEO to improve international banking services

G. Human Resource Management:

The Director (Operations) will also support the CEO to create a conducive working environment in the BDB. The Director (Operations) will:

1. Strengthen the recruitment policy, process and procedures. Streamline the recruitment process if necessary to attract the best talents
2. Develop proper retention strategy
3. Ensure that Human Resources Management (HRM) is effectively and efficiently managed including recruitment process and incentives plans

H. Qualification and Work Experience:

1. The candidate should hold a minimum of a bachelor's degree from a recognized college / university.
2. At least 15 years of executive experience in a banking and finance environment, with a diverse set of experiences associated with the management of financial services, products and distribution.
3. Extensive cross-functional banking and finance experience including credit management, risk management (credit, operational, balance sheet, reputational etc), asset/liability management, operations, business development and product development.