



VACANCY

TEAM LEADER MOBILE MONEY & DIGITAL PAYMENT SOLUTIONS

Vodafone Vanuatu is seeking a Team Leader Mobile Money & Digital Payment Solutions to be based in **Port-Vila**.

Missions

The main mission of the Team Leader Mobile Money & Digital Payment Solutions will be responsible for managing all strategic components the Mobile Money & digital payments products supporting clients ranging from personal, Government institutions, and micro/small business to large corporates.

Principal Objectives:

The Team Leader is primarily accountable for the P&L of the products under his/her leadership, including developing, articulating, communicating as well as executing product strategies, focusing on cost analysis, constantly investigating and pursuing cost reduction opportunities as well as revenue enhancement opportunities to maximize product profitability.

Key Responsibilities and Accountabilities:

- Market analysis includes product strategy development and communication, industry trend tracking, market surveys, competitive intelligence gathering, regulatory intelligence gathering, collating client feedback and segmentation analysis.
- Strategy includes developing, articulating and communicating product strategy, roadmap prioritization, P&L Management, cost and revenue analyses, and designing and executing actions to reduce costs, enhance revenues and maximize profitability.
- Financial Management includes developing and maintaining business plans, managing the P&L of each product, forecasting and budgeting, deal pricing and pricing policy development, maintenance and communication, and pricing modelling.
- Product Administration includes participation and leadership in internal partnership meetings and discussions, cooperating with, responding to and remediating findings related to audits, vendor management, compliance with regulatory and compliance issues and updates, and risk management.
- Leads and coordinates the In-Market Digital product strategies, priorities and cross product integration opportunities
- Collaborates with Marketing and Customer Delivery to help define and drive execution of go-to-market strategies for Digital Payment products
- Works closely with sales organization to understand issuer, acquirer, merchant, and consumer needs and to inform future product enhancements
- Monitors products performance metrics at all stages of the product life cycle, and makes recommendations regarding solutions to challenges in the portfolio or product strategy
- Provides support to sales with communication and training on product functionality and enhancements
- Communicates new information, industry trends and market insights to local stakeholders
- Coordinate and manage project from inception to completion
- Accountable for the Monthly & Yearly targets
- Coordinate with Marketing, Call Centre & Distribution team for the smooth transaction of business.
- Ensure project aligns with set strategy and met within the set time frame
- Coordinates all team members involved to keep workflow on track
- Develop and deliver progress reports, proposals, requirements documentation, and presentations with the authorities concerned to ensure the progress of the project

- To ensure compliance of the product with the Regulatory authorities and Reserve Bank of Vanuatu rules and regulations
 - Coach, mentor, motivate and supervise project team members and dealers and influence them to take positive action and accountability for their assigned work.
 - Build, develop, and grow any business relationships vital to the success of the project.
 - Train agents and sub-agents on Digital Payment service offering customer service and Anti Money laundering (AML) & Know Your Customer (KYC) procedures in accordance with the training manual.
 - Assist in customer complaints handling and resolution for Digital Payment
 - Ensure brand guidelines are adhered to at all times. POS & merchandising materials are available at agent outlets
 - Consistent audit of outlets and escalation of the same to the product manager for necessary action to be undertaken.
 - Set up and implement B2C & C2B solutions for business partners with complete staff training
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Competences:

1. Knowledge

- Bachelor and/or Diploma in Business Administration, e-Commerce or related disciplines
- Experience in banking sector and/or e-Commerce would be a plus
- Knowledge of RBF's Financial Transactions reporting Act and guidelines
- General understanding of sales, marketing and distribution of product and services
- Have proven Project Management and cross-functional team experience
- Should be willing to travel and work within timelines
- Have a Valid Driver's License

2. Skills

- Excellent communication skills (written and verbal)
- Strong analytical skills
- Ability to fast learning
- Ability to work on a transversal way, understanding all the needs of the different entities
- Ability to work under time pressure
- Be Customer focused

3. Personal characteristics

- Adaptability and ability to work in international environment
 - High commitment, quality and customer oriented
 - Availability, ability to work after working hours
 - Resistance to stress
 - Honesty
 - Customer Obsessed
 - Innovation Hungry
 - Ambitious & Competitive
 - Trust
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Interested applicants for the above position may send in their application and CV addressed to HR Coordinator, P.O. Box 146, Port Vila, or valerie.dinh@vodafone.com.vu before on **Monday 11TH July 2022**.