



(A Government of India undertaking)
 Corporate Office, 254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600014.

ENGAGEMENT OF CHIEF DIGITAL OFFICER ON CONTRACTUAL BASIS

INDIAN BANK, a leading Public Sector Bank, with headquarters in Chennai having geographical presence all over India and abroad invites applications from Indian Citizens for engagement as **CHIEF DIGITAL OFFICER**.

The eligibility and terms of service is furnished here under:

Age	Minimum Age – 35 years and Maximum Age 55 years as on 01.07.2022
Mandatory Qualification	B.E./ B.Tech and MBA from a reputed institution
Desirable Qualification	Certifications in Product Management/Project Management/ Analytics / AI/ ML / Cloud
Experience	<ul style="list-style-type: none"> • More than 5 years of experience in Banking & financial sector • Experience of leading a team for digital transformation or new initiatives in financial services • Experience in working with knowledge partners, tech vendors
Desirable Skills & Knowledge	<ul style="list-style-type: none"> • Experience of setting up, managing and developing a diverse team of employees and external experts • Collaborate with leaders across departments to enhance and execute Digital strategy • Strategically prioritize initiatives basis potential business value and feasibility • Drive cultural change and inculcate digital-first mindset • Strong knowledge of Banking and best practices across loan disbursement, risk management, collections, CX etc. • Understanding of latest trends in banking industry e.g., AI/ML risk model, Digital lending journeys, AA • Understanding of best-in-class technology stack in banking industry

Nature of Engagement	On a fixed contractual term of 3 years, extendable up to 5 years. The performance will be reviewed on annual basis.
Remuneration and perquisites for the Consultant	Shall not be a limiting factor for deserving candidate. Also be eligible for Performance Linked Variable Pay which will be over and above the Fixed Salary but linked to the achievement of specific targets.
Termination	Three months' notice or three months' compensation in lieu thereof.
Place of work	At present Chennai, may change as per needs and requirement of the Bank.
Selection process	The applications received from the candidates will be screened and shortlisted on the basis of eligibility and relevant experience. <ul style="list-style-type: none"> • The selection process may consist of multiple rounds of shortlisting viz. personal interaction / interview / group discussion etc. • The Bank reserves the right to reject any application not suiting the Bank's requirements without assigning any reason whatsoever and call only the requisite number of candidates out of those who fulfill the eligibility criteria as may be required for the post.
Role and Responsibilities (Indicative but not necessarily exhaustive)	<ol style="list-style-type: none"> 1. Act as a Champion for change to drive the bank into becoming a digital and data driven organization 2. Champion latest technology (e.g., AI/ML Analytics, AA) to develop priority use-cases for business and CX improvement 3. Continuously enhance technology stack to ensure best-in-class digital products (e.g., Digital lending, Internet banking, Mobile banking platforms, ATM) 4. Deliver best-in-class customer experience across customer facing digital assets (e.g., mobile app, internet banking) 5. Identify and forge partnerships with knowledge partners, technology vendors, fintech players across different use-cases like co-lending, digital verification, third-party products 6. Lead a diverse team of employees and external experts to successfully deliver the digital strategy 7. Own and champion digital strategy for the bank leveraging cutting edge technology 8. Prioritize and ensure high speed-to-market for digital products and journeys 9. Run the bank's digital business and lead new digital initiatives to 'build the bank' 10. Work closely with top management across to drive sustainable growth in digital business 11. Responsible for working closely with key business

	<p>Stake holders, technology partners, NPCI, e-commerce partners/merchants and regulatory partners and ensure maximum uptime for all the Digital channels.</p> <ol style="list-style-type: none"> 12. Support implementation of new digital products and enhancements for the existing digital channels based on local and global trends to improve service offerings to our customers. 13. Identify business/ improvement opportunities and report complaints which require special attention and recommend preventive measures. 14. Lead/coordinate the implementation of key digital initiatives including digital platform migration project to integrate lifestyle and banking appetite with artificial intelligence. 15. Monitor daily operations of delivery channels and identify improvement areas for re-engineering to ensure delivery of efficient and high quality service to customers. 16. Ensure timely and accurate MIS and dashboard reporting to drive digital activations. 17. Conduct researches on the best and evolving market practice to define the most efficient and customer-friendly UI throughout the entire customer journey. 18. Interpret digital journey and engagement effectiveness, and identify learning, insights and actions. 19. Monitor competition and keep abreast of the channel offerings/ service developments. 20. Plan for increase in Digital Transactions Bank wide. 21. Manage digital channels process notes and operating instructions, with configuration management to ensure easy retrieval and safe keeping. 22. Managing and on boarding new customers online for assets as well as liability front. 23. Reviewing complaints on digital banking channels and resolutions. 24. Formulate/develop digital strategies to drive the next generation of digital banking. 25. Design effective and efficient digital customer journey to ensure the delivery of excellent customer experience through website/mobile app/web as a result to deliver ambitious growth in digital traffic and usage. 26. Work closely with a wide range of stakeholders including product owners, technology, compliance and external vendors to construct and deliver quality services in digital channels. 27. Liaise with the Regions/branches/contact centre for digital banking registrations like internet banking, mobile banking including UPI, Bharat QR, e-statements etc.
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	28. Assisting in framing policies & procedures for the implementation of digitalization in various reform themes. Any other work in the scope of functioning of the Parent Department and/or specialized vertical
Leave	12 days Casual Leave and 15 days Privilege Leave. (During the first calendar year of engagement, the leave will be credited on pro rata basis.) Un-availed leave, up to maximum of 15 days in any year, can be carried forward to the next year.
Application Fees	Rs 1000/- as application fee (Inclusive of taxes).

Procedure for applying:-

1. Application complete in all respects as per the prescribed format (Annexure A) along with copies of all the credentials as enumerated in Clause 2 below should be sent in a closed envelope super scribed “**Application for the post of Chief Digital Officer on Contract Basis -2022**” to the following address:

**General Manager (CDO), Indian Bank
Corporate Office, HRM Department, Recruitment Section
254-260, Avvai Shanmugham Salai, Royapettah, Chennai, Pin - 600 014, Tamil Nadu.**

All eligible and interested candidates should apply in the prescribed application format to reach the address cited above on or before **25.11.2022**. Any application received after the due date will be summarily rejected.

Application fees:

Rs. 1000 /- (inclusive of taxes).

Candidates shall pay the fees/charges in the below mentioned account through Internet Banking / NEFT/RTGS. The Reference number/UTR Number shall be specified in the Application form.

Account Name : Engagement of Chief Digital Officer
Account Number : 7340439085
Bank & Branch : Indian Bank, Royapettah
Account Type : Current Account
IFSC Code : IDIB000R021

2. The following credentials (photocopies only) are to be enclosed along with the application Form
- a. Proof of date of Birth
 - b. Mark sheet and Passing certificate of all Educational, Technical / Professional qualifications
 - c. Experience certificate(s) specifying designation / job profile, period of service (with specific dates), emoluments, activity profile of previous and present employers, etc.
 - d. Photo Identity proof and Address proof

3. Candidates are required to have a valid personal email ID and Mobile number for contact. It should be kept active during the currency of this project. Bank may send call letters for interview through the registered email ID.

4. Candidates are advised to apply well in advance and Bank will not be responsible if candidates are not able to submit before the due date for any reason beyond the control of the Bank.

GENERAL INSTRUCTIONS

a. Before applying for the post, candidate should satisfy himself/herself that he/she fulfils the eligibility and other norms mentioned in this notice. Bank would be free to reject any application at any stage of the recruitment process, if the candidate is found ineligible. The decision of the Bank shall be final in deciding about qualification, experience and other eligibility norms.

b. The terms & conditions of engagement is whole and simple governed by the provisions of the contract and the engagement shall not be construed as an employment in the Bank and the provisions of PF / Gratuity / Pension, etc. shall not apply in this case.

c. His / Her engagement on contract is for a specific period as stated above, and as such should not be construed as an offer of employment or a regular employment in the Bank.

d. Unless the Bank extends the contract for further period, on completion of the contractual period of three years, his / her engagement shall automatically come to an end. There will not be a need for issuance of communication by the Bank for termination of the contract after the above said period.

e. The Bank takes no responsibility for any delay in receipt or loss in postal transit of any Application or Communication.

f. The Bank reserves the right to alter, modify or change the eligibility criteria and / or any of the other terms and conditions spelt out in this notice, including criteria for qualifying/method and procedure for selection.

g. Only those candidates who fulfil the eligibility criteria will be called for interview and intimated by email.

h. Candidates will have to produce original certificates for educational qualifications, experience, age, category etc. at the time of interview, in support of his/her eligibility, as per the details furnished in the application, failing which the candidate will not be allowed for interview and their candidature will be cancelled.

i. Decision of the Bank in all matters regarding eligibility of the candidate, the stages at which such scrutiny of eligibility is to be undertaken, the documents to be produced for the purpose of interview, selection and any other matter relating to recruitment will be final and binding on the candidates. No correspondence or personal enquiries shall be entertained by the Bank in this regard.

j. No Travelling Allowance is payable to candidates who are called for interview

l. Any dispute arising out of and/or pertaining to the process of recruitment under this Advertisement shall be subject to the sole jurisdiction of the Courts situated at Chennai.

m. Request for change of contact no./address/ email ID/interview centre will not be entertained.

n. In case any dispute arises on account of interpretation of version other than English, English version will prevail.

o. Engagement of selected candidates is subject to their being declared medically fit as per the requirements of the Bank. Such engagement will also be subject to the Rules & Policies of the Bank.

q. Canvassing in any form will be a disqualification.

Dated: 14.11.2022

Chennai

General Manager (CDO)