

## **General Terms of Reference for Director (ICT & Innovations)**

### **Job Purpose**

To support the Chief Executive Officer in the fields of ICT, research and innovation and provide leadership and guidance in the vertical in particular and rest of the Bank in general.

### **Overall Job Description**

As Director of IT and Innovation reporting to the CEO, the Director will act as a member of the senior management team involved in the formulation and execution of the Bank's strategic plan. The Director will be specifically responsible for driving business growth through effective management and monitoring of the Bank's ICT services, research, innovations and review, and market research and marketing.

The Director of IT and Innovation will play a leadership role in the continued growth of the Bank by designing and implementing ICT roadmap, Information Security Policy and Audit for security of the Bank's and Customers' banking information towards a solid goodwill and sustainability of the Bank. Under the supervision of the Bank's Board and CEO, the Director will guide and oversee all services related to the ICT, research and review, and innovations in the Bank. The Director should also be able to provide essential input for planning, monitoring and evaluation to ensure all are grounded in sound business management to enhance cost-effectiveness of the Bank's business and management.

### **Responsibilities**

The responsibilities are given below:

#### **1. Management**

- 1.1. Directly responsible to the CEO for overall management of entire affairs related to the ICT management, research and review services, and innovations in line with the Bank's strategic plan;
- 1.2. Manage the Bank's human, physical and financial resources to ensure maximum utilisation, efficiency, effectiveness and quality of service;
- 1.3. Responsible for monitoring organizational performance against the strategic plan, working closely with the Department Chiefs on the agreed targets, looking ahead to the long-term development of the organization operationally and strategically;
- 1.4. Responsible for initiating the annual planning process for departments under him/her and for overseeing and coordination its development ensuring it is in line with overall strategic goals and mission of the organization;
- 1.5. Responsible for reviewing and revising all ICT policies and plans, processes and procedures and those of research, review and innovations, and marketing to ensure that the Bank's operational risks are covered;

- 1.6. Responsible for providing operational support and advice for the effective implementation of strategic plans and business development activities; and
- 1.7. Developing good relationships with the external stakeholders.

## **2. Governance**

- Primarily responsible and accountable to the Chief Executive Officer;
- Responsible for carrying out the relevant directives of the Board and Management;
- Function within the norms of good governance in general and in compliance with relevant Acts, rules and regulations in force in particular;

## **3. Human Resource**

- 3.1. Responsible for overseeing the good management of all staff including initiating annual target setting exercise for staff PMS performance appraisals within the vertical;
- 3.2. Responsible for promoting employee engagement and morale in the organization through planning and implementation of appropriate programmes;
- 3.3. Responsible for implementing and managing change and supporting staff through this process; and
- 3.4. Responsible for ensuring that the organization has appropriate and up-to-date policies and procedures in line with good practice.

## **4. Financial Management and Control**

- 4.1. Responsible for the proper financial management of the organization through strict control of expenses at Departments and Divisions under him/her ensuring that all financial controls are in place and adhered to, that financial systems are fit-for-purpose and properly implemented and that the organization is properly resourced to deliver on the strategic plan;
- 4.2. Responsible for ensuring that full support is extended on regular basis towards ensuring that banking transaction accounts are monitored and reconciled for correct accounting and the overall financial health of the organization; and
- 4.3. Responsible for preparing the Annual Budget and ensuring that expenditure is controlled in line with the budget.

## **5. Operations**

- 5.1. Drive business growth for the Bank and contribute to the overall profitability of the bank.
- 5.2. Elaborate business development plans, design and implement processes to support business growth through ICT, research, review, marketing and innovations;
- 5.3. Facilitate business growth by working together with clients as well as business partners;
- 5.4. Build and maintain high level contacts with current and prospective customer and other business and project partners;

- 5.5. Drive prospects through contract award (including identifying new customers and market, developing approaches to the market, identifying prospects, proposal preparation, etc.);
- 5.6. Lead innovation and introduce new products and services;
- 5.7. Encourage and maintain a high level of customer focus through process driven customer service standards;
- 5.8. Ensure high level of technology system uptime through robust reporting and monitoring system; and
- 5.9. Ensure successful implementation of new delivery channels and adoption of new business functions.

## 6. Others

To ensure proper succession planning and to undertake any other task (s)/assignment (s) as per the instruction of the Chief Executive Officer.

### Specific Terms of Reference

1. The Director of ICT and Innovations shall guide and oversee entire functions of the following departments with all their specific job responsibilities as mentioned in the Bank of Bhutan Organizational Structure:
  - 1.1. Information Security Unit
  - 1.2. Information Technology Department
    - 1.2.1. Software and Applications division;
    - 1.2.2. CBS Support Division;
    - 1.2.3. Datacenter Division;
    - 1.2.4. Disaster Recovery Unit; and
    - 1.2.5. Infrastructure & Support Services division.
  - 1.3. Research and Policy Department
    - 1.3.1. Credit Review Unit;
    - 1.3.2. Business Process & Policy Division;
    - 1.3.3. Product Research & Innovations Division;
    - 1.3.4. Market Research & Planning Division; and
    - 1.3.5. Marketing Division.
2. Audit functions  
Ensure and support timely and necessary audits of the entire Departments/Divisions/Branches/Units under the vertical.
3. The Director of ICT & Innovations shall have specific target for increasing operational efficiencies with the following deliverables:

- 3.1. Contribute to reducing customer complaints related to ICT by 5% annually;
  - 3.2. Increase ATM reliability to achieve DHI targets;
  - 3.3. Increase employee productivity by at least 10% as compared to the baseline year of 2016;  
and
4. Improve ambience in the Department to make it conducive to growth and development of employees and efficient service delivery;
  5. Timely revision of manuals, policies, guidelines, etc. related to the respective verticals; and

Any other matters not covered by these terms of reference will be as per the decision of the Management or the Board, if required.

*Affix legal stamp*

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**Director (ICT & Innovations)**  
**CID No:**

Witness Name: \_\_\_\_\_

CID NO: \_\_\_\_\_

Signature: \_\_\_\_\_

( )  
**Chief, People & Culture**  
**BoB Representative**

Witness Name: \_\_\_\_\_

CID No: \_\_\_\_\_

Signature: \_\_\_\_\_

Copy1:, Director (ICT & Innovations);  
Copy 2: Official copy of HRD, BoB; and  
Copy 3: Personal File of.