



## PR/094956 | Head of Digital Banking

### Job Information

**Recruiter**

JAC Recruitment Vietnam Co., Ltd

**Job ID**

1549572

**Industry**

Bank, Trust Bank

**Job Type**

Permanent Full-time

**Location**

Vietnam

**Salary**

Negotiable, based on experience

**Refreshed**

July 8th, 2025 17:16

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

#### COMPANY OVERVIEW

A forward-thinking financial institution committed to digital transformation and customer-centric innovation. With an ambitious goal to expand digital banking capabilities and ecosystem integration, the organization aims to lead the market in technology-driven financial solutions across Southeast Asia.

#### JOB RESPONSIBILITIES

Key responsibilities include:

##### Strategy & Innovation

- Propose and implement the bank's digital strategy, aligning with long-term business goals.
- Collaborate with the Executive Committee (CFO, CIO, Legal, Risk, etc.) to drive digitalization.

- Provide leadership with market trend insights, technology updates, and customer behavior analysis.
- Research and apply new technologies (e.g., Open Banking) to boost productivity and customer satisfaction.

#### Customer Experience & Channel Development

- Analyze customer behavior on digital channels to optimize user journeys.
- Collaborate with Marketing and IT teams to develop a responsive and scalable digital service model.
- Continuously improve the bank's digital platforms (e.g., mobile app) to retain and engage users.
- Recommend and execute feature updates to improve utility and experience on digital channels.

#### Digital Culture & Internal Enablement

- Promote digital thinking across the bank, including organizing internal digital awareness events.
- Advocate innovation initiatives across technology and business teams, particularly at senior levels.
- Streamline and digitize core banking processes to improve operational efficiency.

#### Ecosystem Expansion & Partnerships

- Develop and manage the digital ecosystem strategy, collaborating with fintech and external partners.
- Identify, assess, and establish strategic cooperation models with ecosystem players.
- Leverage partnerships to drive new customer acquisition and cross-sell opportunities.

#### Leadership & Governance

- Execute strategic tasks assigned by the Board of Directors.
- Participate in executive-level planning and contribute to broader Retail Banking strategies.

#### JOB REQUIREMENTS

##### Education:

- Bachelor's degree in Business Administration, Finance, Banking, or Economics.
- Preferred: Master's degree, international experience, especially in China or global financial institutions.

##### Experience:

- 7+ years in the banking sector with deep knowledge of financial products and services.
- 5+ years in a senior leadership role, including 3+ years focused on digital transformation or digital banking.

##### Skills & Competencies:

- Strong strategic thinking, creativity, and execution capabilities.
- Proven leadership and people development skills.
- Excellent communication and stakeholder management skills.
- Solid experience with digital product development and process design.
- Fluency in general and business English; knowledge of Chinese or Vietnamese is a plus.

#### BENEFITS

- Competitive executive compensation package
- Performance-based bonuses
- Flexible working model
- Opportunity to lead digital transformation at an organizational level

- Global collaboration and leadership exposure
- Learning and development opportunities

Apply online or feel free to contact me directly for more information about this opportunity. Due to the high volume of applicants, we regret to inform that only shortlisted candidates will be notified. Thank you for your understanding.

#LI-JACVN

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