

 <p>विश्वस्तनीय, मेत्रीपूर्ण Faithful, Friendly</p> <p><b>सिंडिकेटबैंक</b> <b>SyndicateBank</b></p> <p>भारत सरकार का उपक्रम A Govt. of India Undertaking</p>	<p><b>General Manager (HR)</b>  <b>Corporate Office: Bangalore 560009</b>  <b>Tel.No.080 22371485 Fax No. 080 22250160</b>  <b>E-Mail: <a href="mailto:hohrdd@syndicatebank.co.in">hohrdd@syndicatebank.co.in</a></b></p>
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Ref. No. HRD/REC/SMP/871.

## ADVERTISEMENT

### Engagement of Chief Digital Officer (CDO) on contractual basis

#### **IMPORTANT DATES:**

Opening date for receipt of application	10.08.2019
Last Date for receipt of application	24.08.2019

SyndicateBank invites applications from Senior Executives for engagement of Chief Digital Officer (CDO) on contractual basis.

Aspirants are requested to send scanned copy of application duly filled & signed along with resume to e-mail ID [horecruitments@syndicatebank.co.in](mailto:horecruitments@syndicatebank.co.in) .

#### Terms and conditions for engaging Chief Digital Officer on contractual basis

No. of posts	1 (One)
Age	Maximum – 58 years as on 01.08.2019 (inclusive)
Experience	<ol style="list-style-type: none"> <li>The Executive in the rank equivalent to Asst. General Manager/Dy. General Manager of PSBs or Vice President in Private Sector Banks / Foreign Banks.</li> <li>He/she should have worked for a minimum period of 08 years in the field of digital banking.</li> <li>He/she should have a good track record (shall not be facing any criminal charges/investigation) and operational experience in field and administrative offices.</li> </ol>
Educational qualifications	Engineering graduate or above in Computer Science, Information Technology or Electronics & Communications or MCA or MBA from any Indian or Foreign University.
Tenure of contract	The period of engagement shall be initially for a period of 03 years. Depending upon the need, the period of engagement may be extended for a further period as decided by the bank.
Termination of contract	Performance will be evaluated periodically. In case the performance / conduct are not satisfactory, the contract will be terminated with three month's notice on either side.
Location	Syndicate Bank, Corporate Office, Gandhi Nagar, Bengaluru.

<p>Selection procedure</p>	<p>The applications received from the candidates will be screened and shortlisted on the basis of eligibility and relevant experience. The requisite number of shortlisted candidates will be called for interaction/interview for final selection. The final selection will be made on the basis of eligibility, experience, qualification and performance during interaction/interview. The interaction/interview will be conducted by a committee constituted for the purpose.</p> <p>Mere satisfying the eligibility norms do not entitle a candidate to be called for interaction/interview. 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.</p>
<p>Reporting Officer</p>	<p>He/she will be reporting to MD &amp; CEO through the concerned Executive Director at Corporate Office, Bengaluru.</p>
	<p>Responsible for working closely with key business stakeholders, technology partners, NPCI, ecommerce partners/merchants and regulatory partners and ensure maximum uptime for all the Digital channels.</p> <p>Monitor competition and keep abreast of the channel offerings/service developments.</p> <p>Monitor daily operations of delivery channels and identify improvement areas for re-engineering to ensure delivery of efficient and high quality service to customers.</p> <p>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.</p> <p>Ensure timely and accurate MIS and dashboard reporting to drive digital activations.</p> <p>Plan for increase in Digital transactions Bank wide.</p> <p>Liaise with the Regions/branches/contact centre for digital banking registrations like internet banking, mobile banking including UPI, Bharat QR, e-statements etc.</p> <p>Provide ongoing technical support for complaints on digital banking channels and resolution.</p> <p>Identify business/ improvement opportunities and report complaints which require special attention and recommend preventive measures.</p> <p>Manage digital channels process notes and operating instructions, with configuration management to ensure easy retrieval and safe keeping.</p>

Job profile	<p>Assisting in framing policies &amp; procedures for the implementation of digitalization in various reform themes.</p> <p>Addressing issues involved in the implementation of digitalization.</p> <p>Any other matter (related to implementation of digitalization in various reform themes), as may be entrusted by the Bank from time to time.</p> <p>Principal responsibilities</p> <ul style="list-style-type: none"> <li>• Formulate/develop digital strategies to drive the next generation of digital banking</li> <li>• Lead/coordinate the implementation of key digital initiatives including digital platform migration project</li> <li>• Plan/implement digital projects to integrate lifestyle and banking appetite with artificial intelligence</li> <li>• 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</li> <li>• 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</li> <li>• Conduct researches on the best and evolving market practice to define the most efficient and customer-friendly UI throughout the entire customer journey</li> <li>• Interpret digital journey and engagement effectiveness, and identify learning, insights and actions</li> </ul>
Compensation/ Perquisites	<p>Market related pay will be offered</p> <p>The compensation and terms &amp; conditions will be negotiated/ finalized depending upon the suitability of the candidate.</p>
Surrender	<p>On the last day of the contract, the contractee shall surrender the residential quarters &amp; other items, if any, provided by the Bank during the tenure of the contract.</p>
Other matters	<p>Short-listing will be based on the documents / certificates / testimonials etc. submitted by the candidates to substantiate his / her qualification/post qualification experience declared in the application</p> <p>Candidates short-listed will have to make their own arrangement for travel / stay for attending the interview</p> <p>Engagement of selected candidate is subject to his / her being declared medically fit as per the requirement of the Bank.</p> <p>Decisions of Bank in all matters regarding eligibility, selection etc. would be final and binding on the candidates.</p>

	<p>No representation or correspondence will be entertained by the Bank in this regard and the decision of the Bank would be final.</p>
<p>Terms and conditions</p>	<p>The working hours of the Bank shall be the usual hours as applicable on all days except 2<sup>nd</sup> / 4<sup>th</sup> Saturdays, Sundays and holidays declared under NI Act. Accordingly, he / she is required to attend to the Bank on all the working days at the commencement of the working hours.</p> <p>He / She shall be provided with landline telephone facility at office</p> <p>He/she will be entitled to avail 01 day leave for each completed month of service. Total 12 Casual Leave for every year of contract, out of which not more than four days can be taken at a time. However, if his/her absence exceeds 12 days in a contract year, proportionate amount will be deducted for each day of his/her absence over and above the permissible leave from the consolidated payment. Un-availed Casual Leave for each contract year shall lapse at the end of the contract year. During the first contract year, he/ she shall earn Casual Leave on pro-rata basis @ one day for each completed month or part thereof.</p> <p>In case of travel on outstation duty he / she shall be eligible for allowance/s at par with the allowances of the General Manager of the Bank.</p> <p>The terms &amp; 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.</p> <p>His / Her engagement on contract is for a specific period as stated in the above, and as such should not be construed as an offer of employment or a regular employment in the Bank.</p> <p>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.</p> <p>He / she shall be required to execute the Fidelity &amp; Secrecy bond under which he / she shall agree not to disclose any information/data which he/she is privy to while in the contract engagement and shall take reasonable security measures to prevent accidental disclosure.</p>

Date: 08.08.2019

**Sd/-  
General Manager (HR)**



## APPLICATION FOR THE POST OF CHIEF DIGITAL OFFICER

### 1. FULL NAME IN BLOCK LETTERS:

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### 2. ADDRESS FOR CORRESPONDENCE:

<b>District:</b>																																									
<b>State:</b>																																									
<b>Pin Code:</b>																																									

3.. DATE OF BIRTH: DD   MM   YY

AGE (As on 01.08.2019): \_\_\_\_\_ Years

### 4. CONTACT DETAILS (Mandatory):

STD Code No.	Telephone No.	Mobile No.
<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>E- Mail Address</b>		

Alternate Number:-

### 5. INDICATE BY ✓ MARK IN APPROPRIATE BOX:

(i) GENDER: MALE  FEMALE

**6. PERMANENT ADDRESS:**

<b>District:</b>															
<b>State:</b>															
<b>Pin Code:</b>															

**7. EDUCATIONAL / PROFESSIONAL QUALIFICATIONS:**

<b>Educational Qualification</b>	<b>Board / University</b>	<b>Subjects studied</b>	<b>Year of passing</b>	<b>% of marks</b>
Graduation (Specify)				
Post graduation (Specify)				
Other Qualification, if any				

**8. PRESENT EMPLOYMENT:**

Name of the current employer	
Working with current employer since	
Rank & Designation of current employment	

**9. POST QUALIFICATION EMPLOYMENT /WORK EXPERIENCE DETAILS: as on 01.08.2019**

Name of the Employer/Address of the Employer & nature of Employment	Designation & rank if any	Total period of Service		Reason for Leaving	Years of Service YY/MM
		From	To		
Total experience					

**10. PRESENT ANNUAL CTC**

**Fixed (INR):**

**Variable (INR):**

**11. EXPECTED ANNUAL CTC:-**

**Fixed (INR):**

**Variable (INR):**

**12. In the Event of Selection:**

- i) Notice period required to be served to get yourself relieved from the present Employer (Month):
- ii) Time required to join the Bank from the date of receipt of selection intimation (Month):

**DATE:**

**PLACE:**

**SIGNATURE OF THE APPLICANT**