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Digital Platform Manager – Everyday Banking

Description

Well recognized in industry with 'Best Mobile Banking Service Award' in The Asian Banker Hong Kong Awards 2022 and 'Outstanding Digital Banking Service' in the Capital Outstanding eCommerce Awards 2021/22, Hang Seng Bank's acclaimed mobile app and creative digital capabilities continues to innovate and provide trusted banking, investment and wealth management services, taking care of individual's financial needs anytime, anywhere.

Join our Digital Banking Team, be part of the WPB transformation to accelerate in today's digitalized financial services ecosystem. Together, we'd champion innovative, seamless, convenient, best-in-class and hyper-personalized experience as well as customer-centric journey to over half of the Hong Kong adult population.

We are seeking high calibers to join our team as **Digital Platform Manager – Everyday Banking**.

Responsibilities

- Develop digital payment strategies to drive the next generation of digital banking
- Coordinate with the team for the implementation of key digital initiatives including everyday payment solutions, digital platform migration projects etc
- Research and design effective and efficient digital customer journey to ensure the delivery of excellent customer experience through website/app as a result to deliver ambitious growth in digital traffic and usage
- Work closely with a wide range of stakeholders including business owners, technical teams, legal, compliance and external vendors to design and deliver quality services through digital channels
- Keep abreast of the best market practice to define the most efficient and customer-friendly UI throughout the entire customer journey
- Interpret digital journey and engagement effectiveness, and identify learning, insights and actions

Qualifications

- University degree in Business Administration, Marketing, Computer Science, Information System or a related discipline
- Minimum of five years' experience in digital project management and implementation, candidates with less experience will be considered for the post of Assistant Digital Banking Manager
- Keen interest in latest fintech technologies and trends
- Knowledge on web/app and experience of payments or application development project would be an advantage
- Strong business acumen and analytical ability, with self-initiation and drive to achieve excellence
- Be open-minded and self-motivated with good communication, interpersonal, problem solving skills and strong sense of responsibility
- Good presentation and project management skills with proficiency in

Hiring organization

Hang Seng Bank

Hang Seng is committed to service excellence. Our people are our most important asset and play a vital role in our efforts to continually enhance our performance for customers and provide best-in-class products and services. We seek to attract high-calibre talent by offering a dynamic working environment, good career development opportunities and competitive compensation packages.

Employment Type

Full-time

Industry

Banking

Job Location

Hong Kong, Hong Kong SAR, Hong Kong

Date posted

November 13, 2023

apply

English and Chinese

- Great sense of ownership and servicing mind-set to ensure efficient and effective customer service delivery

Job Benefits

Visit Hang Seng Career Page and sign up with our Talent Community to receive the latest information about our career opportunities in Hang Seng Hong Kong.

All information provided by applicants will be used only for recruitment purposes and will be used strictly in accordance with the Bank's personal data policies, a copy of which may be obtained by the applicant upon request. Unless otherwise instructed in writing by the applicant concerned, applicants may be considered for other suitable positions within the Bank and its related companies. The personal data of unsuccessful job applicants may be retained for a maximum of two years from the date when the job application is rejected and such data may be retained for a longer period if there is a subsisting reason that obliges the Bank to do so, after which the personal data will be destroyed.