

## JOB DESCRIPTION

### Chief Operation's Officer



#### Purpose

The Chief Operations Officer (COO) is a key executive leadership role responsible for overseeing and aligning Fincorp's core operational, digital, and customer delivery functions to enable scalable, sustainable growth. As a member of the Executive Leadership Team (ELT), the COO drives operational excellence, strategic execution, and technology enablement across the business. The role plays a pivotal function in positioning operations and infrastructure as strategic enablers of Fincorp's transformation. The role has the following core functions.

- Strategic and Operational Leadership.
- Core Operations and Service Delivery
- Project Management Office
- Information Technology and Digital Transformation
- Data Strategy and Governance
- Customer Experience, Call Centre and Digital Engagement
- Facilities, Fleet and Business Support.

#### Role Dimensions

- Reports to: Chief Executive Officer (CEO)
- Department: Operations/ELT
- Job Level: Contract
- Location: Head Office, Port Moresby
- Direct Reports: Heads of Department of the following
  1. IT
  2. PMO,
  3. DATA
  4. SUPPORT SESRVICES
  5. Unsecured Lending Operations,
  6. Digital Experience & Marketing.
  7. Strategy Development

#### Core Competencies

- Professional with strong integrity.
- Articulate with superior written and oral communication skills.
- Sound planning, organisation and problem-solving capabilities.
- Impeccable interpersonal skills including consultation and influencing and an ability to work across a range of stakeholders.
- Understanding of budgeting and risk/return consideration including being cost conscious and profit focused.
- Understanding of current operating environment and future changes or developments that may impact business.
- Understanding of PNG environment or ability to adapt and apply learnings.
- Strong understanding of Lending and Sales
- Detailed understanding of relevant regulatory environment.
- Level-headed, resilient and calm under pressure.
- Quality decision making and initiative.

## Person Specifications

- A tertiary qualification in Business Administration, Economics and Commerce.
- Extensive management experience ideally within Banking, Finance or Insurance. Financial Management knowledge and experience in Collections/Risk Management in finance and banking would be an added advantage.
- Excellent conceptual skills and an orientation towards action and implementation – strategic as well as a pragmatic view.
- Excellent interpersonal and written communication skills including the ability to collate information, write concise reports and presentations.
- Experienced user of Microsoft Applications and digital banking systems.
- Previous work experience in the Pacific or a developing country would be an advantage.

- Critical thinking skills - strategic thinking, effective analysis and use of data, an ability to develop robust business plans into relevant components.

## Leadership Competencies

- Proven leader and influencer, able to take charge and act decisively.
- Superior people leadership skills. Can develop and motivate others.
- Ability to priority set and delegate as appropriate.
- Ability to manage department finances and budgets.

## Role Specific Areas of Responsibility

### Strategic & Operational

#### 1. Strategic and Operational Leadership

- Lead enterprise-wide operational planning aligned with corporate strategy and transformation goals.
- Design and execute operational strategies that optimise service delivery, reduce cost-to-income ratio, and elevate customer experience.
- Translate strategic objectives into functional work plans and performance metrics.

#### 2. Core Operations and Service Delivery

- Oversee all operational business unit processes, including lending operations, back-office processing, and deposit operations.
- Drive end-to-end process efficiency, automation, and risk controls across operational workflows.
- Ensure regulatory compliance and high service availability across all operational units.

#### 3. Project Management Office (PMO)

- Establish and govern the enterprise PMO to ensure effective execution of strategic and transformation initiatives.
- Lead prioritisation, resourcing, and governance of programs and projects.
- Maintain clear project tracking, reporting, and benefit realisation across the portfolio.

#### 4. Information Technology and Digital Transformation

- Oversee the IT function, including infrastructure, security, and application support.
- Lead the digital transformation roadmap including CRM, ERP, mobile and web banking platforms.
- Enable IT as a strategic partner in delivering scalable, modular, and integrated technology platforms.

	<p><b>5. Data Strategy and Governance</b></p> <ul style="list-style-type: none"> <li>• Champion data as a strategic asset across Fincorp.</li> <li>• Lead data governance, quality, accessibility, and reporting functions to enable data-driven decision-making.</li> <li>• Embed enterprise data strategy aligned with business intelligence and analytics objectives.</li> </ul> <p><b>6. Customer Experience, Call Centre and Digital Engagement</b></p> <ul style="list-style-type: none"> <li>• Lead the centralised Call Centre and customer support function.</li> <li>• Enhance customer journey design and interaction across digital and physical channels.</li> <li>• Drive omni-channel engagement strategies supported by CRM systems and real-time analytics.</li> </ul> <p><b>7. Facilities, Fleet and Business Support</b></p> <ul style="list-style-type: none"> <li>• Oversee property, fleet, and utilities management to ensure efficient and compliant operations.</li> <li>• Implement strategic asset management and operational risk mitigation strategies across physical assets.</li> </ul> <p><b>8. Digital Experience and Marketing</b></p> <ul style="list-style-type: none"> <li>• Drive the strategic direction and execution of digital experience and marketing initiatives to enhance customer engagement, acquisition, and retention.</li> <li>• Ensure marketing operations, content delivery, and campaign execution are aligned with brand strategy and business goals, with clear performance metrics in place.</li> </ul> <p><b>9. Strategy Development</b></p> <ul style="list-style-type: none"> <li>• Lead the end-to-end strategy development process across the business, including planning and facilitating company-wide workshops to ensure alignment and engagement.</li> <li>• Work closely with the CEO to prepare and refine strategic proposals for presentation to the Board, ensuring clarity, alignment, and viability.</li> </ul>
<p><b>Leadership &amp; Development</b></p>	<ul style="list-style-type: none"> <li>• Foster a high-performance culture across all operational and support functions by championing accountability, innovation, and results-oriented leadership.</li> <li>• Coach and mentor direct reports (including Heads of Operations, IT, Data, Facilities, Call Centre, and PMO) to build leadership capability and succession pipelines.</li> <li>• Lead talent identification, development, and retention strategies within operational units to build institutional knowledge and reduce key-person risk.</li> <li>• Promote cross-functional collaboration and team alignment to support enterprise-wide transformation goals.</li> <li>• Implement leadership scorecards and capability frameworks to track development, engagement, and performance outcomes.</li> </ul>
<p><b>Communication/Business Development</b></p>	<ul style="list-style-type: none"> <li>• Lead internal communication initiatives that ensure alignment of operational execution with strategic objectives across all levels of the organisation.</li> <li>• Represent operations and customer experience functions in executive and board-level forums, articulating progress, risks, and business opportunities.</li> </ul>

- Collaborate with Marketing and Product teams to align customer touchpoints with brand strategy and customer satisfaction goals.
- Support business development by enabling scalable, compliant, and responsive operations that can attract new business, improve turnaround times, and strengthen client trust.
- Drive a culture of operational excellence that supports term deposit acquisition strategies, including:
  - Enabling frontline staff and the Call Centre to identify and convert term deposit opportunities.
  - Supporting digital onboarding, customer education, and post-sales fulfilment for term deposit customers.
- Collaborate with Lending, Branch, and Agency teams to increase secured lending referrals by:
  - Equipping Call Centre and operational staff to identify cross-sell and upsell opportunities.
  - Ensuring system readiness, application routing, and lead tracking mechanisms are in place for high-quality referrals.
- Provide timely insights and performance data to commercial and product teams to refine customer acquisition and retention. strategies.
- Communicate and support department staff training to make the organizational vision become a reality.