



འབྲུག་གོང་འཕེལ་དངུལ་ཁང་ཚད་འཛིན།  
**Bhutan Development Bank Limited**  
“Your Development Partner”

## A. Terms of Reference (ToR)

<b>Position Title</b>	<b>Head, Office of CEO</b>
<b>Reporting</b>	Chief Executive Officer
<p>The Head, Office of CEO, reporting to the CEO, shall manage performance and innovation by developing and implementing new policies, ideas, enhancing products and services; leading strategic marketing and branding initiatives and driving the performance management of the bank. The role ensures alignment with market needs, fosters a culture of innovation and performance, and strengthens the bank’s competitive position.</p>	
<b>1. Purpose</b> <ul style="list-style-type: none"><li>To lead the development and implementation of innovative strategies that enhance the performance and efficiency of Bhutan Development Bank.</li></ul>	
<b>2. Objectives</b> <ul style="list-style-type: none"><li>Drive innovation initiatives that align with the bank’s mission and goals.</li><li>Establish and oversee performance management frameworks to ensure effective tracking and evaluation of organizational performance.</li></ul>	
<b>3. Scope of Work</b> <ul style="list-style-type: none"><li>Develop policies and strategies</li><li>Develop and implement strategic plans that foster innovation within the bank.</li><li>Monitor industry trends and evaluate new technologies or practices that could benefit the bank.</li><li>Design performance metrics and dashboards that provide insights into business operations and outcomes.</li><li>Lead cross-functional teams in innovation projects and initiatives.</li><li>Collaborate with other departments to integrate performance management practices across the organization.</li></ul>	
<b>4. Key Responsibilities</b> <ul style="list-style-type: none"><li>Develop policies and strategies, manuals and guidelines, and strategic frameworks.</li><li>Conduct research and analysis to identify opportunities for innovative practices in banking.</li><li>Prepare reports and presentations for senior management on innovation and performance metrics.</li><li>Facilitate workshops and training sessions to promote an innovative culture among staff.</li><li>Ensure compliance with regulatory standards while implementing new strategies.</li><li>Engage with stakeholders, including customers and partners, to gather feedback and foster collaboration.</li></ul>	