



ToR (Terms of Reference)

for

Digital Transformation Expert

Position: Digital Transformation Expert

Location: Head Office, Bhutan Development Bank, Thimphu

Duration: Two (2) Years with extension based on the performance & requirement

Reporting to: GM, ICT and Digital Banking Division

1. Background

Bhutan Development Bank is dedicated to fostering economic growth and development, with special focus in rural Bhutan by providing financial and technical support services. In pursuit of enhancing operational efficiency, customer experience, and overall service delivery, the bank is embarking on a digital transformation journey. To lead and execute this critical initiative, Bhutan Development Bank seeks to engage a Digital Transformation Expert.

2. Objective

The primary objective of the Digital Transformation Expert is to develop and implement a digital transformation strategy that aligns with the bank's strategic goals and delivers measurable benefits, thereby enhancing the bank's ability to serve its customers effectively and efficiently.

3. Scope of Work

The Digital Transformation Expert will be responsible for:

1. Strategy Development and Execution:

- Develop and implement a comprehensive digital transformation roadmap and strategy tailored to the needs of the Bank.
- Identify, prioritize, and manage key digital initiatives based on their potential impact and feasibility.

2. Technology Integration:

- Evaluate the current technology landscape and recommend new solutions to enhance business processes.
- Oversee the integration of digital technologies across various departments, ensuring seamless operation and improved service delivery.

3. Process Improvement:

- Conduct thorough analysis of existing processes to identify opportunities for automation and digitization.
- Implement industry best practices in digital process reengineering to optimize efficiency and effectiveness.

4. Change Management:



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“Your Development Partner”

- Develop and execute a change management plan to facilitate smooth adoption of digital initiatives.
- Organize and conduct training sessions and workshops to build digital capabilities among the bank's staff.

5. Stakeholder Engagement:

- Collaborate with internal and external stakeholders to ensure alignment and support for digital initiatives.
- Communicate the digital transformation vision, progress, and benefits to all stakeholders effectively.

6. Performance Monitoring:

- Establish and monitor key performance indicators (KPIs) to measure the success of digital initiatives.
- Provide regular reports on the progress and outcomes of digital transformation projects.

4. Deliverables

- A comprehensive digital transformation roadmap and strategy document.
- Detailed implementation plans for prioritized digital initiatives.
- Reports on the integration and performance of new technologies.
- Training and capacity-building sessions for staff.
- Regular progress reports on digital transformation activities and outcomes.
- Any other tasks assigned by the General Manager, ICT & Digital Banking Division/Management.