

Terms of Reference

Post:	Chief Corporate Officer
Rank:	Chief Officers
Post Type:	Contract (2 years)
Reporting Relationships:	Chief Operating Officer/Acting Chief Executive Officer

1. BACKGROUND

Payment Maldives Pvt Ltd is a national payment infrastructure operator established to develop, manage, and promote key retail payment systems, including the Instant Payment System (Favara) and other digital payment services.

As Payment Maldives continues to develop its institutional and operational capabilities, strong corporate support functions are essential to ensuring effective governance, organisational performance, operational continuity, workforce capability, stakeholder engagement, and sustainable growth.

The Chief Corporate Officer (CCO) shall provide executive leadership and strategic oversight of the corporate functions of Payment Maldives, comprising Marketing & Communications, Human Resources, Procurement, and Administration & Facilities.

The CCO shall ensure that these functions operate within an integrated governance framework and effectively support the strategic and operational objectives of Payment Maldives.

2. KEY ROLES AND RESPONSIBILITIES

The Chief Corporate Officer shall be responsible for the following:

2.1 Corporate Strategy and Executive Leadership

- Provide strategic leadership and direction across all functions.
- Translate the Company's strategic objectives into functional plans, priorities, KPIs, and deliverables.
- Ensure effective coordination and integration between Marketing & Communications, HR, Procurement, and Administration.

- Contribute to corporate strategy, annual business planning, budgeting, and organisational development.
- Provide regular reports, analysis, and recommendations to the CEO and Management.
- Ensure appropriate allocation and utilisation of financial, human, and administrative resources.
- Establish clear accountability and performance standards across all functions under the CCO.

2.2 Human Resources

The CCO shall provide strategic oversight of the Human Resources function, including:

- Workforce planning and organisational structuring.
- Recruitment, talent acquisition, succession planning, and retention.
- Performance management, KPIs, appraisals, and performance improvement frameworks.
- Compensation and benefits frameworks.
- Learning, development, and employee capacity building.
- Employee relations, engagement, welfare, and organisational culture.
- Development and implementation of HR policies and procedures.
- Ensuring compliance with applicable employment laws, regulations, and internal policies.
- Ensuring appropriate management of disciplinary and grievance processes.

2.3 Procurement and Vendor Management

The CCO shall provide strategic oversight of Procurement and ensure:

- Transparent, competitive, efficient, and cost-effective procurement processes.
- Procurement activities comply with approved policies, delegated authorities, and governance requirements.
- Appropriate procurement planning and timely execution of procurement requirements.
- Effective vendor selection, negotiation, contracting, and relationship management.
- Vendor performance is monitored against contractual obligations and service-level agreements.

- Procurement risks, conflicts of interest, and governance requirements are appropriately managed.
- Opportunities for cost optimisation and value for money are continuously identified.

2.4 Administration & Facilities

The CCO shall oversee the Administration & Facilities function to ensure:

- Effective management of office facilities, infrastructure, and corporate assets.
- A safe, secure, professional, and efficient working environment.
- Effective administrative policies, procedures, and service standards.
- Appropriate management of corporate logistics, travel, transportation, records, and general support services.
- Effective asset management and administrative controls.
- Workplace safety and business continuity arrangements are established and maintained.
- Facilities and administrative capacity remain adequate to support organisational growth and operational requirements.

2.5 Marketing & Communications

The CCO shall provide executive oversight and strategic direction for Marketing & Communications, including:

- Corporate marketing and communications strategy.
- Brand development, management, and corporate positioning.
- Corporate website, social media, and digital communications.
- Public relations and media engagement.
- Corporate communications, publications, press releases, speeches, and official messaging.
- Marketing campaigns supporting the adoption of Payment Maldives' products and services.
- Public awareness and financial literacy initiatives.
- Corporate events and promotional activities.
- Corporate Social Responsibility and relevant community engagement initiatives.
- Monitoring marketing effectiveness through appropriate KPIs and analytics.

2.6 Governance, Policies and Internal Controls

The CCO shall:

- Establish and maintain appropriate governance frameworks across all functions under the Corporate portfolio.
- Ensure policies, procedures, SOPs, and operational processes are documented, approved, implemented, and periodically reviewed.
- Strengthen internal controls and accountability mechanisms.
- Ensure compliance with applicable legislation, regulatory requirements, Board and Management decisions, and Company policies.
- Coordinate with Risk, Compliance, Legal, Finance, Internal Audit and other relevant functions where required.
- Ensure appropriate records and audit trails are maintained.

2.7 Performance Management and Reporting

The CCO shall:

- Establish measurable KPIs and service standards for each function.
- Monitor departmental work plans, deliverables, deadlines, and performance.
- Ensure periodic reporting by functional heads.
- Identify performance gaps and ensure appropriate corrective actions.
- Provide consolidated corporate-function performance reports to the CEO.
- Promote data-driven decision-making and continuous improvement.

2.8 Process Improvement and Digitalisation

The CCO shall:

- Continuously review corporate processes to improve efficiency and service delivery.
- Promote automation and digitalisation across HR, Procurement, Administration, and Marketing.
- Reduce manual processes and unnecessary administrative dependencies.
- Ensure effective systems for data management, workflow monitoring, record keeping, and management reporting.

2.9 Leadership and Team Development

The CCO shall:

- Lead, guide, and hold accountable the heads and teams of all functions under the Corporate portfolio.
- Establish clear reporting lines, responsibilities, and performance expectations.
- Develop leadership and technical capability within the respective functions.
- Promote professionalism, integrity, accountability, collaboration, and continuous improvement.
- Ensure appropriate succession and business continuity arrangements for critical roles.

3. AUTHORITY AND ACCOUNTABILITY:

The Chief Corporate Officer shall exercise authority within the limits delegated by the Chief Operating Officer / Acting Chief Executive Officer, Board-approved policies, and the Company's Delegation of Authority.

Functional Heads and employees assigned to Marketing & Communications, Human Resources, Procurement, and Administration & Facilities shall report through the organisational structure established under the Chief Corporate Officer.

The CCO shall remain accountable to the CEO for the overall performance, governance, compliance, and effective management of these functions.

Qualifications

- Master's degree in business administration, Management, Human Resources, Finance, Marketing, Corporate Governance, or another relevant discipline.
- Relevant professional qualifications will be an added advantage.

Experience

- Minimum of 10 years of progressive professional experience in related fields, including at least 5 years in a senior management or leadership role.
- Demonstrated experience managing multiple corporate or support functions.
- Experience in organisational development, governance, HR, procurement, administration, marketing, or corporate services.
- Experience within financial services, fintech, regulated entities, public institutions, or comparable organisations will be an added advantage.

4. DESIRED SKILLS AND COMPETENCIES:

- Strong strategic leadership and management capability, with the ability to provide direction and oversight across multiple corporate functions.
- Demonstrated ability to lead and integrate Human Resources, Procurement, Administration & Facilities, and Marketing & Communications functions in support of organisational objectives.
- Strong expertise in corporate governance, policy development, internal controls, and regulatory compliance, with the ability to establish and strengthen institutional frameworks.
- Strong knowledge of human resource management, including workforce planning, talent management, performance management, employee engagement, organisational development, and succession planning.
- Sound knowledge of procurement and vendor management, including procurement governance, sourcing, contract management, vendor performance, cost optimisation, and value-for-money principles.
- Strong capability in administration and facilities management, including corporate services, asset management, workplace management, business continuity, and operational support.
- Strong expertise in brand development and corporate positioning, with the ability to build and maintain a strong and consistent corporate identity.
- Proven capability in integrated marketing and communications strategy, including multi-channel campaigns, public relations, digital communications, and content strategy.
- Strong understanding of digital marketing and communications, including website management, social media strategy, digital platforms, and customer/public engagement.
- Strong stakeholder management and relationship-building skills, with the ability to effectively engage regulators, government institutions, financial institutions, payment service providers, vendors, media, industry partners, and other stakeholders.
- Proven capability in corporate communications, including preparation and oversight of press releases, speeches, reports, executive messaging, internal communications, and public announcements.
- Strong analytical and decision-making skills, with experience in KPI development, dashboards, performance monitoring, management reporting, and data-driven decision-making.
- Demonstrated ability to lead process improvement, organisational transformation, and digitalisation initiatives across corporate functions.
- Strong commercial and financial awareness, including experience in budget management, cost control, resource planning, and operational efficiency.

- Strong understanding of risk management, with the ability to identify and manage operational, people, procurement, reputational, and governance risks.
- Experience in Corporate Social Responsibility (CSR), Environmental, Social and Governance (ESG), financial literacy, and community awareness initiatives will be an added advantage.
- Strong leadership, organisational, negotiation, problem-solving, and interpersonal skills, with the ability to lead multidisciplinary teams and drive cross-functional collaboration.
- High standards of integrity, professionalism, confidentiality, accountability, and sound judgement, particularly when handling sensitive employee, procurement, contractual, and corporate matters.
- Ability to manage multiple strategic and operational priorities simultaneously and deliver within established timelines.
- Excellent written and verbal communication and presentation skills in English and Dhivehi.

