

## Unit Head – Corporate Relationship and Business Development

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Company: ACE Money Transfer

Location: Gujrat

Category: other-general

### Position Overview:

Unit Head - Corporate Relationship & Business Development, plays an essential role in expanding the overall business network, fostering strategic partnerships, and ensuring exceptional service delivery to the company's corporate partners. This position is responsible for overseeing various aspects of relationship management, including new business partner onboarding, market research, competitor analysis, obtaining new Licenses and the addition of new payout corridors.

This position heads the functions of Relationship Department ("RD") of ACE to support the management in achieving ACE's business objectives and acts as face of the organization for development and implementation of policies that cater to correspondents/associates and business partners relations. The work involves negotiating and networking with all groups that interact with ACE and ensuring certain protocols are followed by internal teams in the organization.

This position reports to the Executive Head - Business with meaningful periodic reports regarding ACE's business, evaluation, performance, Licensing projects progress, developments regarding new business partners and analytical reviews of existing as well as prospective correspondents/associates and competitors. Key Responsibilities: New Business Partners Onboarding: Lead the onboarding process for new business partners, including negotiating partnership agreements, defining service level agreements (SLAs), and ensuring compliance with regulatory requirements.

Collaborate with cross-functional teams to streamline onboarding procedures following the

standard SOPs of the department and enhance the partner experience. Addition of New Payout Corridors: Identify and evaluate opportunities to expand the company's payout corridors network, focusing on key markets and high-demand regions.

Work closely with internal stakeholders and external partners to establish new payout corridors, negotiate favorable terms, and ensure seamless integration with existing systems. Licensing Strategy:

Develop a comprehensive Licensing strategy for the company's operations in various countries.

Coordinate the preparation and submission of Licensing applications, ensuring timely approvals and renewals.

Market Research and Competitor Analysis: Conduct comprehensive market research to identify emerging trends, potential opportunities, and competitive threats in the money transfer industry.

Analyze competitor offerings, pricing strategies, and market positioning to inform strategic decision-making and drive competitive differentiation. Strategic Planning and Business

Development: Develop and implement strategic initiatives to drive business growth, enhance operational efficiency, and maximize revenue opportunities.

Collaborate with senior leadership to set performance targets, track key performance indicators (KPIs), and monitor progress against business objectives.

Based on results of market surveys and sales reports, tying up with existing as well as prospective correspondents/associates.

Establishing initial correspondence with prospective correspondents/associates including sharing of profiles, obtaining credit ratings, sharing charges/margins.

Drafting agreement for the correspondents/associates and getting it vet by the legal department/counsel.

Obtaining approval from BOD for new correspondents/associates.

Consistent and frequent communication with prospective correspondents/associates.

Provide ongoing portfolio (product) supervision, with a continuous focus towards helping the correspondents/associates to adapt changes in the financial environment.

Retain existing high value correspondents/associates through relationship management activities.

Checking annual credit ratings of correspondents/associates and maintaining record of the same, and reporting to operations regarding significant decline in credit rating of specific

correspondents/associates as per approved credit policy.

Based on existing correspondents/associates' profile, map existing portfolio with potential work to generate new business opportunities.

Correspondents/associates engagement needs analysis and consultation.

Ensure regulatory compliance for all new to ACE and existing correspondents/associates through Compliance Department.

To cater the queries regarding change in any policy and procedures as from native regulator, if required by the business partner.

**Relationship Management with Corporate Partners:** Cultivate and maintain strong relationships with corporate partners, including banks, financial institutions, money service businesses (MSBs), and other key stakeholders.

Serve as the primary point of contact for partner inquiries, escalations, and strategic initiatives, ensuring prompt resolution and alignment with organizational objectives.

**Cross-Functional Collaboration:** Collaborate effectively with cross-functional teams, including product development, Sales, compliance, marketing, and customer support, to ensure alignment of objectives and successful execution of initiatives.

Collaborate with other internal stakeholders, including Human Resources and Finance to ensure alignment on Licensing and regulatory matters.

Provide guidance and support to internal teams on partner-related matters, leveraging insights from market research and partner feedback.

**Regulatory Compliance:** Stay abreast of regulatory developments and changes in the remittance industry across multiple jurisdictions.

Develop and implement strategies to ensure compliance with all applicable laws, regulations and licensing requirements.

Coordination with Service providers and consultants, along with relevant regulators to complete documentation requirements.

**Departmental Management** Assessing departmental workload and identifying vacant posts required to be filled in relationship department in consultation with HRD.

Developing job descriptions and job advertisement in consultation with HRD.

Oversee the departmental training function and ensure development of employees' training procedures and materials in Relationship Department in consultation with HRD.

Prepare, circulate and ensure to update training materials and procedures of Relationship Department as and when required.

Plan for new employee orientation to foster positive attitude towards performance, ACE's

business objectives and co-workers.

Ensure suitable training sessions and on-job training for new employees.

Analyze training needs of existing employees to help them improve in deficiencies affecting their performance.

Enhance job performance by applying up-to-date professional and technical knowledge gained by attending seminars and conferences and reviewing professional publications.

Conducting periodical performance appraisal of all staff of relationship department with support of HRD.

Defining Goals and Targets of the Team aligned with departmental and company Goals & Targets.

Providing continuous feedback to employees through documented channel HRMS.

Preparing departmental Standard Operating procedures (SOPs) so that employees should know a standard way to perform RD tasks and responsibilities.

Defining Key Performance Indicators of RD and linking employees individual KPIs and Department and company KPIs.

Performing other relevant tasks assigned by the supervisor/Directors. JOB REQUIREMENT  
TSG e neral Organize and work i n de p e n dentl y o n multiple assig ne d t a sks/ p roje c ts a n d c om ple t ea ssig nm e n ts w i t h in specified d e ad l i ne s .

Expressing ideas and instructions clearly and concisely.

Complete and analyze complex information, and research hand-drawn solutions to complex issues.

Demonstrate skills critical for managerial success including leadership, decisiveness, flexibility, sound business judgment, and highly developed interpersonal and communication skills.

Work well under pressure.

Shall have marketing, customer service, data analysis, and supervision responsibilities. Experience and Education Minimum Bachelor's degree in Business Administration, Finance, or a related field; MBA preferred, from top ranking universities.

Fluency in English as a second language. Required Skills and Abilities Minimum of 7 years of relevant experience in corporate relationship management, business development, or strategic partnerships preferably within the financial services industry.

Proven track record of successfully managing complex partnerships, negotiating contracts, and driving business growth.

Ability to communicate effectively verbally and in writing.

Ability to work independently under high pressure. .

Work accurately with close attention to detail and maintain confidentiality of sensitive information.

Work experience in banking and finance industry on the similar positions and/or responsibilities is preferred.

Understanding of mathematical and other numerical information

Excellent service attitude with strong interpersonal and negotiation skills.

Work effectively, professionally and tactfully with Department Heads, team leaders, senior staff, and outside companies and public agencies.

Comfortable in advance level use of Microsoft Outlook, Word, Excel, PowerPoint and Internet for the purpose of communication, report writing and presentation etc.

The position may require extended hours including evenings and weekends, travel to multiple work sites and occasional out-of-town travel.

Demonstrated leadership capabilities, with a focus on fostering collaboration, driving results, and promoting a culture of excellence.

Excellent communication and interpersonal skills, with the ability to build rapport with internal and external stakeholders at all level. Entitlements:

Vehicle Entitlement: 1300 CC Car

Fuel Entitlement

Provident Fund

Medical cover

Life Insurance

Festival Bonus

Paid Leaves

International Business Travels

Company maintained bachelor's residence & meals etc#J-18808-Ljbffr

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