



State Bank of India

Central Recruitment & Promotion Department
Corporate Centre, Mumbai

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RECRUITMENT OF SPECIALIST CADRE OFFICER ON CONTRACTUAL BASIS

ADVERTISEMENT NO: CRPD/SCO/2021-22/24

ONLINE REGISTRATION OF APPLICATION: FROM 30.12.2021 TO 28.01.2022

State Bank of India invites Online applications from Indian citizens for appointment of **Head (Digital Banking)** on contractual basis.

Bank is looking for a visionary, dynamic and result-driven **Head of Digital Banking** with innovative mindset, with a view to delivering superior service quality and omni-channel experience for our customers across all digital and self-service channels. The position will be responsible for envisioning, developing and in execution of Bank's digital banking strategy and business plan for imparting digital knowledge/ skills in a constructive, empowering and collaborative way.

Candidates are requested to apply Online through the link given on Bank's website <https://bank.sbi/web/careers> or <https://www.sbi.co.in/web/careers>.

1. The process of Registration is complete only when fee is deposited with the Bank through Online mode on or before the last date for payment of fee.
2. Before applying, candidates are requested to ensure that they fulfil the eligibility criteria for the post as on the date of eligibility.
3. **Candidates are required to upload all required documents (Brief resume, ID proof, Age, Educational qualification, Experience etc.) failing which their candidature will not be considered for shortlisting/ interview.**
4. Short listing will be provisional without verification of documents. Candidature will be subject to verification of all details/ documents with the original when a candidate reports for interview (if called).
5. In case a candidate is called for interview and is found not satisfying the eligibility criteria (Age, Educational Qualification and Experience etc.) he/ she will neither be allowed to appear for the interview nor be entitled for reimbursement of any travelling expenses.
6. Candidates are advised to check Bank's website <https://bank.sbi/web/careers> or <https://www.sbi.co.in/web/careers> regularly for details and updates (including the list of shortlisted/ qualified candidates). The Call letter/ advice, where required, will be sent by e-mail or will be uploaded on the Bank's websites (No hard copy will be sent).
7. In case more than one candidate scores same marks as cut-off marks in the final merit list (common marks at cut-off point), such candidates will be ranked in the merit according to their age in descending order.
8. **HARD COPY OF APPLICATION & OTHER DOCUMENTS NOT TO BE SENT TO THIS OFFICE.**
9. **All revision / corrigenda will be hosted only on the Bank's above-mentioned websites.**

A. DETAILS OF POST/ NATURE OF ENGAGEMENT/ GRADE/VACANCY/ AGE/ SELECTION PROCESS/PLACE OF POSTING:

Sl.no	Post	Nature of Engagement	Grade (Comparable Grade Scale)	Vacancy		Age as on 01.12.2021	Selection Process	Suggested place of posting
				GENERAL	TOTAL	Maximum		
1.	Head (Digital Banking)	Contractual #	TEGSS-II (i.e., DMD) / TEGSS-I (i.e. CGM)	1	1	62	Shortlisting, Interview and CTC Negotiation	Mumbai

Abbreviations: TEGSS: Top Executive Grade Special Scale, DMD: Deputy Managing Director, CGM- Chief General Manager

Contract period: Contractual Engagement for a period of 3 years, with yearly performance review. The same may be extendable beyond the initial period of 3 years at the discretion of the Bank.

Note:

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| <p>i. The number of vacancy mentioned above is provisional and may vary according to the actual requirement of the Bank.</p> <p>ii. Bank reserves the right to cancel the recruitment process entirely at any stage.</p> | <p>iii. In case where experience in a specific field is required, the relevant experience certificate from employer must contain specifically that the candidate had experience in that related field as required.</p> <p>iv. In case where the certificate of Degree/ Post graduation/ Professional qualification/ Diploma does not specify the field of specialisation, the candidate will have to produce a certificate from the concerned university/institute/college specifically mentioning the specialisation.</p> |
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B. DETAILS OF EDUCATIONAL QUALIFICATION, EXPERIENCE:

Educational Qualifications	Experience (Post Mandatory qualifications) (As on 01.12.2021)
<p>Mandatory Qualifications: B.E./ B. Tech (from a recognised university/ college), or Full-time MBA/PGDM or other equivalent qualification (from a recognised University/ College), or MCA or other equivalent qualification (from a recognised University/ College), or Chartered Accountant</p>	<p>Essential Experience (Post mandatory qualification): Minimum 18 years of work experience in Digital leadership/ transformational roles in BFSI Sector, of which minimum 5 years must be at Senior Management level.</p> <p>Preferred Experience: Experience in broader Financial Services/ Payments/ Fin-Tech or allied sectors highly preferred.</p> <p>Job Skills:</p> <ul style="list-style-type: none"> • Strong understanding and knowledge about digital transformation • Demonstrated ability to organize and plan strategically • Superior problem solving and critical thinking skills • Ability to work with cross functional teams • Excellent stakeholder management skills

C. ROLE AND RESPONSIBILITY:

Roles & Responsibilities for Head Digital Banking

- i) Drive growth of customer acquisition through digital channels. Lead digital initiatives which will help Bank acquire 'New to the Bank' customers across various segments including Retail, SME, Commercial Banks etc.
- ii) Define and implement digital strategy by working with cross-functional partners to map and transition traditional processes to digital ones. Developing and execute plans to sustain and support the digital business, anticipating future trends.
- iii) Lead end to end delivery of digital projects and change management required to improve, implement, and embed digital systems and processes.
- iv) Drive and support ongoing digital transformation of the Bank by continuously improving the effectiveness of the current processes. This would also involve measuring ROI on digital projects, fine-tuning approaches as needed to ensure the Bank is investing in the right tools and resources.
- v) Maintain an overview of all digital products across the Bank, developing and promoting standards and processes to ensure quality, usability and consistency for Bank's customers.
- vi) Closely track new and innovative ways to present the Bank's digital content, proposing and experimenting with ways to develop its content in line with changing digital trends and customer preferences.
- vii) Take the lead on Analytics (incl. new technologies like AI/ML) and other digital monitoring/measurement tools, ensuring that digital metrics are implemented, consistently reported and widely used across the Bank.
- viii) Be a digital evangelist, championing the use of digital technology and practices to engender a digital mindset top down. Ensure collaboration, knowledge sharing, and digital best practices between partners and colleagues to help embed a robust digital ecosystem. Coach, advise and share information on digital topics with the wider organisation. Encourage and support staff across the Bank to adopt a 'digital first' mindset.

REMARKS: Roles and Responsibility/Job Profile/ KRAs mentioned above are illustrative. Roles and Responsibility / Jobs/ KRAs, in addition to the above mentioned, may be assigned by the Bank from time to time for the above post.

D. REMUNERATION/ CTC (NEGOTIABLE): CTC will not be a limiting factor for a suitable candidate.

E. OTHER FACILITIES:

In case of travel on outstation duty, eligible Travelling, Halting allowance and eligibility to stay in Hotel at par with the grade of DMD in TEGSS-II/ CGM in TEGSS-I of the Bank shall be paid.

F. OTHER TERMS AND CONDITIONS:

- The appointment of Head (Digital Banking) will be subject to satisfactory completion of Medical Examination as prescribed by the Bank and verification of Testimonials.
- The Head (Digital Banking) will not take up any assignment with any other organization during the period of contract with the Bank.
- The Head (Digital Banking) will not exercise any administrative/ financial powers during the period of engagement.
- The engagement shall not be construed as an employment in the Bank and the official is not eligible to claim Provident Fund/Bonus/ Gratuity / Pension during the period of Contract or thereafter.
- He/ She will not be eligible for membership of SBI Pension Fund/ Defined Contribution Pension Scheme (New Pension Scheme) and SBI Employees Provident Fund.

G. SELECTION PROCESS:

The selection will be based on shortlisting and interview.

Shortlisting: Mere fulfilling minimum qualification and experience will not vest any right in candidate for being called for interview. The shortlisting committee constituted by the Bank will decide the shortlisting parameters and thereafter, adequate number of candidates, as decided by the Bank, will be shortlisted for interview. The decision of the Bank to call the candidates for the interview shall be final. No correspondence will be entertained in this regard. The shortlisted candidates will be called for interview.

Interview: Interview will carry 100 marks. The qualifying marks in interview will be decided by the Bank. No correspondence will be entertained in this regard.

Merit list: Merit list for selection will be prepared in descending order on the basis of scores obtained in interview only. In case more than one candidate scores the cut-off marks (common marks at cut-off point), such candidates will be ranked according to their age in descending order, in the merit list.

H. CALL LETTER FOR INTERVIEW:

Intimation/ call letter for interview will be sent by email or will be uploaded on Bank's website. NO HARD COPY WILL BE SENT.

I. **HOW TO APPLY:** Candidates should have valid email ID which should be kept active till the declaration of result. It will help him/her in getting call letter/Interview advices etc. by email.

GUIDELINES FOR FILLING ONLINE APPLICATION:

- i. Candidates will be required to register themselves online through the link available on SBI website <https://bank.sbi/web/careers> OR <https://www.sbi.co.in/web/careers> and pay the application fee using Internet Banking/ Debit Card/ Credit Card etc.
- ii. Candidates should first scan their latest photograph and signature. Online application will not be registered unless candidate uploads his/her photo and signature as specified on the online registration page (under 'How to Apply').
- iii. Candidates should fill the application carefully. Once application is filled-in completely, candidate should submit the same. In the event of candidate not being able to fill the application in one go, he can save the information already entered. When the information/ application is saved, a provisional registration number and password is generated by the system and displayed on the screen. **Candidate should note down the registration number and password.** They can re-open the saved application using registration number and password and edit the particulars, if needed. This facility of editing the saved information will be available for three times only. Once the application is filled completely, candidate should submit the same and proceed for online payment of fee.
- iv. After registering online, the candidates are advised to take a printout of the system generated online application forms.

GUIDELINES FOR PAYMENT OF FEES:

- i. Application fees (Non-refundable) is ₹750/- (₹ Seven Hundred fifty only) for General, EWS and OBC candidates and nil for SC/ ST/PWD candidates.
- ii. Fee payment will have to be made online through payment gateway available thereat.
- iii. After ensuring correctness of the particulars in the application form, candidates are required to pay the fees through payment gateway integrated with the application. No change/ edit in the application will be allowed thereafter.
- iv. The payment can be made by using Debit Card/ Credit Card/ Internet Banking etc. by providing information as asked on the screen. Transaction charges for online payment, if any, will be borne by the candidates.
- v. On successful completion of the transaction, e-receipt and application form, bearing the date of submission by the candidate, will be generated which should be printed and retained by the candidate.
- vi. If the online payment of fee is not successfully completed in first instance, please make fresh attempts to make online payment.
- vii. There is also a provision to reprint the e-Receipt and Application form containing fee details, at later stage.
- viii. Application Fee once paid will **NOT** be refunded on any account **NOR** can it be adjusted for any other examination or selection in future.

J. **HOW TO UPLOAD DOCUMENTS:**

a. Details of Document to be uploaded:

- i. Brief Resume (PDF)
- ii. ID Proof (PDF)
- iii. Proof of Date of Birth (PDF)
- iv. Educational Certificates: Relevant Mark-Sheets/ Degree Certificate (PDF)
- v. Experience certificates (PDF)
- vi. Professional qualification (PDF), if applicable
- vii. Latest Form-16/ IT Return/ salary slip, etc.

b. Photograph file type/ size:

- i. Photograph must be a recent passport style color picture.
- ii. Size of file should be between 20kb–50 kb and Dimensions 200 x 230 pixels (preferred).
- iii. Make sure that the picture is in color, taken against a light-colored, preferably white, background.
- iv. Look straight at the camera with a relaxed face.
- v. If the picture is taken on a sunny day, have the sun behind you, or place yourself in the shade, so that you are not squinting and there are no harsh shadows.
- vi. If you have to use flash, ensure there's no "red-eye".
- vii. If you wear glasses make sure that there are no reflections and your eyes can be clearly seen.
- viii. Caps, hats and dark glasses are not acceptable. Religious headwear is allowed but it must not cover your face.
- ix. Ensure that the size of the scanned image is not more than 50kb. If the size of the file is more than 50 kb, then adjust the settings of the scanner such as the DPI resolution, no. of colors etc., during the process of scanning.

c. Signature file type/ size:

- i. The applicant has to sign on white paper with Black Ink pen.
- ii. The signature must be signed only by the applicant and not by any other person.
- iii. The signature will be used to put on the Call Letter and wherever necessary.
- iv. If the Applicant's signature on the answer script, at the time of the examination, does not match the signature on the Call Letter, the applicant will be disqualified.
- v. Size of file should be between 10kb - 20kb and Dimensions 140 x 60 pixels (preferred).
- vi. Ensure that the size of the scanned image is not more than 20kb.
- vii. Signature in CAPITAL LETTERS shall NOT be accepted.

d. Document file type/ size:

- i. All Documents must be in PDF.
- ii. Page size of the document to be A4.
- iii. Size of the file should not be exceeding 500 KB.
- iv. In case of Document being scanned, please ensure it is saved as PDF and size not more than 500 KB as PDF. If the size of the file is more than 500KB, then adjust the setting of the scanner such as the DPI resolution, no. of colors etc., during the process of scanning. Please ensure that Documents uploaded are clear and readable.

e. Guidelines for scanning of photograph/ signature/ documents:

- i. Set the scanner resolution to a minimum of 200 dpi (dots per inch)
- ii. Set Color to True Color
- iii. Crop the image in the scanner to the edge of the photograph/ signature, then use the upload editor to crop the image to the final size (as specified above).
- iv. The photo/ signature file should be JPG or JPEG format (i.e. file name should appear as: image01.jpg or image01.jpeg).
- v. Image dimensions can be checked by listing the folder/ files or moving the mouse over the file image icon.
- vi. Candidates using MS Windows/ MSOffice can easily obtain photo and signature in .jpeg format not exceeding 50kb & 20kb respectively by using MS Paint or MSOffice Picture Manager. Scanned photograph and signature in any format can be saved in .jpg format by using 'Save As' option in the File menu. The file size can be reduced below 50 kb (photograph) & 20 kb (signature) by using crop and then resize option (Please see point (i) & (ii) above for the pixel size) in the 'Image' menu. Similar options are available in other photo editor also.
- vii. While filling in the Online Application Form the candidate will be provided with a link to upload his/her photograph and signature.

f. Procedure for Uploading Document:

- i. There will be separate links for uploading each document.
- ii. Click on the respective link "Upload".
- iii. Browse & select the location where the JPG or JPEG, PDF file has been saved.
- iv. Select the file by clicking on it and Click the 'Upload' button.
- v. Click Preview to confirm the document is uploaded and accessible properly before submitting the application. If the file size and format are not as prescribed, an error message will be displayed.
- vi. Once uploaded/ submitted, the Documents uploaded cannot be edited/ changed.
- vii. After uploading the photograph/ signature in the online application form candidates should check that the images are clear and have been uploaded correctly. In case the photograph or signature is not prominently visible, the candidate may edit his/ her application and re-upload his/ her photograph or signature, prior to submitting the form. **If the face in the photograph or signature is unclear the candidate's application may be rejected.**

K. GENERAL INFORMATION:

- i. Before applying for the post, the applicant should ensure that he/ she fulfils the eligibility and other norms mentioned above for the post as on the specified date and that the particulars furnished by him/ her are correct in all respects.
- ii. IN CASE IT IS DETECTED AT ANY STAGE OF RECRUITMENT THAT AN APPLICANT DOES NOT FULFIL THE ELIGIBILITY NORMS AND/ OR THAT HE/ SHE HAS FURNISHED ANY INCORRECT/ FALSE INFORMATION OR HAS SUPPRESSED ANY MATERIAL FACT(S), HIS/ HER CANDIDATURE WILL STAND CANCELLED. IF ANY OF THESE SHORTCOMINGS IS/ ARE DETECTED EVEN AFTER APPOINTMENT, HIS/ HER SERVICES ARE LIABLE TO BE TERMINATED.
- iii. The applicant should ensure that the application is strictly in accordance with the prescribed format and is properly and completely filled.
- iv. Appointment of selected candidate is subject to his/ her being declared medically fit as per the requirement of the Bank. Such appointment will also be subject to the service and conduct rules of the Bank for such post in the Bank, in force at the time of joining the Bank.
- v. Candidates are advised to keep their e-mail ID alive for receiving communication viz. call letters/ Interview date advices etc.
- vi. The Bank takes no responsibility for any delay in receipt or loss of any communication.
- vii. Candidates serving in Govt./ Quasi Govt. offices, Public Sector undertakings including Nationalised Banks and Financial Institutions are advised to submit 'No Objection Certificate' from their employer at the time of interview, failing which their candidature may not be considered and travelling expenses, if any, otherwise admissible, will not be paid.
- viii. In case of selection, candidates will be required to produce proper discharge certificate from the employer at the time of taking up the appointment.
- ix. Candidates are advised in their own interest to apply online well before the closing date and not to wait till the last date to avoid the possibility of disconnection / inability/ failure to log on to the website on account of heavy load on internet or website jam. SBI does not assume any responsibility for the candidates not being able to submit their applications within the last date on account of aforesaid reasons or for any other reason beyond the control of SBI.
- x. DECISIONS OF BANK IN ALL MATTERS REGARDING ELIGIBILITY, CONDUCT OF INTERVIEW, OTHER TESTS AND SELECTION WOULD BE FINAL AND BINDING ON ALL CANDIDATES. NO REPRESENTATION OR CORRESPONDENCE WILL BE ENTERTAINED BY THE BANK IN THIS REGARD.
- xi. The applicant shall be liable for civil/ criminal consequences in case the information submitted in his/ her application are found to be false at a later stage.
- xii. Where interview without any written test is the mode of recruitment, merely satisfying the eligibility norms does not entitle a candidate to be called for interview. Bank reserves the right to call only the requisite number of candidates for the interview after preliminary screening/ short-listing with reference to candidate's qualification, suitability, experience etc.
- xiii. In case of multiple application, only the last valid (completed) application will be retained and the application fee/ intimation charge paid for other registration will stand forfeited. Multiple appearance by a candidate in interview will be summarily rejected/candidature cancelled.
- xiv. Any legal proceedings in respect of any matter of claim or dispute arising out of this advertisement and/or an application in response thereto can be instituted only in **Mumbai and Courts/ Tribunals/ Forums at Mumbai** only shall have sole and exclusive jurisdiction to try any cause/dispute.
- xv. Outstation candidates, who may be called for interview after short-listing will be reimbursed the cost of travelling by **Air (Economy)** for the shortest route in India OR actual travel cost (whichever is lower) from the place of residence/ posting to the place of interview and vice versa, based on the actual journey. Local conveyance will not be reimbursed. A candidate, if found ineligible for the post will not be permitted to appear for the interview and will not be reimbursed any fare.
- xvi. BANK RESERVES THE RIGHT TO CANCEL THE RECRUITMENT PROCESS ENTIRELY AT ANY STAGE.
- xvii. **At the time of interview, the candidate will be required to provide details regarding criminal cases(s) pending against him/her, if any. The Bank may also conduct independent verification, inter alia, including verification of police records etc. The bank reserves right to deny the appointment depending upon such disclosures and/or independent verification.**

For any query, please write to us through link "**CONTACT US/ Post Your Query**" which is available on Bank's website (URL - <https://bank.sbi/web/careers> OR <https://sbi.co.in/web/careers>)

Mumbai,
Date: 30.12.2021

The Bank is not responsible for printing errors, if any

GENERAL MANAGER
(RP&PM)