

Terms of Reference for Chief Strategy & Transformation Officer (CSTO)
[Corporate Strategy & Transformation Department]

Job Title	Chief Strategy & Transformation Officer (CSTO)
Position Level	Director
Reports to	CEO
Function	<p>The Chief Strategy & Transformation Officer (CSTO) heads the Corporate Strategy & Transformation Department (CSTD) and is responsible for leading the company’s corporate strategy, enterprise transformation, strategic project management, corporate performance management, corporate and regulatory affairs, enterprise risk management, and business continuity management.</p> <p>The CSTO ensures that the company’s long-term vision is translated into clear strategic priorities, effective policy positioning, and well-governed programs and projects, while maintaining a robust framework for risk management and organizational resilience. The CSTO also plays a critical role in driving the company’s evolution from a connectivity service provider into a broader digital and technology-driven enterprise, while sustaining leadership in its core connectivity business.</p>
Location	HQ-Thimphu
Employment Type	On contract for an initial period of three years with the possibility of extension based on performance.

Key Responsibilities	
Strategy, Innovation & Strategic Partnerships	
<ul style="list-style-type: none"> • Lead development and periodic review of the Corporate Strategic Plan (CSP) • Conduct market, technology, competitive, consumer behavior analysis • Identify strategic growth opportunities and diversification initiatives • Drive innovation agenda and new business initiatives • Identify and evaluate new business models and digital services • Develop and maintain technology and innovation roadmap • Identify, develop, and manage strategic partnerships and collaborations • Engage with technology partners, research institutions, and innovation ecosystems • Support business units in up-scaling and commercialization of new initiatives 	
Strategy Execution and Project Management	
<ul style="list-style-type: none"> • Translate the Corporate Strategic Plan into actionable initiatives, programs, and projects. • Lead and coordinate enterprise transformation through strategic and cross-functional projects. • Establish project management frameworks, standards, and reporting mechanisms. • Manage the portfolio of strategic projects and CEO/Board-priority initiatives. • Monitor progress, risks, dependencies, and outcomes of major projects. • Ensure projects are delivered on time, within scope, within budget, and with intended business outcomes. • Coordinate with divisions and project owners to ensure effective execution and resource alignment. • Provide consolidated project updates to the CEO, management, and Board. • Strengthen organizational capability for strategy execution 	
Corporate Performance Management	
<ul style="list-style-type: none"> • Coordinate the preparation and consolidation of Annual Goals and Compact • Track implementation of Annual Goals and Compact • Organize and facilitate quarterly performance review of the Annual goals and Compact • Prepare and provide performance analytics, insights, and reports to management, board, and shareholders • Lead and support the review and continuous improvement of the company’s performance management practices, processes, and systems. 	

Key Responsibilities

Corporate & Regulatory Affairs

- Manage engagement with the regulatory bodies
- Monitor regulatory developments and assess business impact
- Lead preparation of regulatory submissions and policy inputs
- Manage relationships with government agencies and key stakeholders
- Oversee corporate communications and public affairs
- Strengthen corporate reputation and stakeholder trust

Enterprise Risk Management

- Lead development and implementation of the enterprise risk management framework
- Prepare and maintain the enterprise risk register
- Identify and assign risk owners across the organization
- Facilitate risk identification, assessment, and mitigation processes
- Submit risk reports for validation by management, Board, and shareholder
- Periodically review and update the company's risk profile

Business Continuity Management

- Develop, review, and update the Business Continuity Plan (BCP)
- Coordinate and conduct disaster recovery drills
- Coordinate and conduct cybersecurity drills
- Ensure organizational readiness for major disruptions
- Promote a culture of resilience and preparedness

Additional Responsibilities

- Manage the day-to-day operations of the Corporate Strategy & Transformation Department
- Promote a culture of innovation, collaboration, and performance excellence
- Ensure compliance with occupational health and safety policies
- Perform any other duties assigned by the CEO from time to time

Qualification, Experience, and Competencies Requirements

Qualification:

- Minimum of bachelor degree (Electronics & Communication/Information Technology/Computer Application/Computer Science/Electrical & Electronics) with good academic record from a recognized university/institution.
- A postgraduate qualification such as an MBA or equivalent in business or management will be preferred.

Experience:

- Minimum of 10 years (excluding study period) of relevant experience, including at least 4 years in management & leadership roles in telecommunications, ICT, or related sectors.
- Preferred experience in one or more of the following areas:
 - Corporate strategy development
 - Investment Analysis
 - ICT regulation and policy
 - Project or program management
 - Digital transformation initiatives
 - Innovation and new technology development

Competencies:

- Strong understanding of the telecommunications and adjacent industries and regulatory environment
- Strategic thinking and analytical ability
- Project and program management capability
- Government and stakeholder engagement skills
- Risk management and organizational resilience capability
- Leadership and organizational management capability
- Strong communication and negotiation skills
- High integrity and professional ethics

Remuneration

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| 1. Basic Monthly Pay: | Nu. 76,500 |
| 2. Contract Allowance: | 80% |
| 3. Fuel Allowance: | Nu. 4,500/- |
| 4. Performance Based Variable Allowance: | 36.67% |
| 5. Annual Increment: | Nu. 1,915 |
| 6. Fixed Allowance: | 60% |

Note: The remuneration package for the position shall be negotiable and will be determined based on the selected candidate's qualifications, experience, and fit for the role.