

JOB DESCRIPTION (JD)

Sun Life Asia Job Evaluation Process

Date:	Jul, 2026	Department:	Transformation Office
Job title:	Senior Manager, Transformation Office	BU/Division:	Sun Life Vietnam/ Transformation Office
Job level:	GCF6.1	Career track:	Professional

Job purpose

Please provide a summary of the purpose and objective of the job.

This position leads the development and execution of transformative initiatives across Sun Life Vietnam that significantly impact the organization's long-term success, market position, and competitive advantage.

Key objectives include:

- Develop and execute company-wide /complex transformation initiatives/programs that drive substantial business value and align with Sun Life's global vision
- Spearhead digital and non-digital innovation across the organization
- Foster a culture of continuous improvement and agile transformation at all levels
- Influence and shape Sun Life's strategic direction in response to market dynamics and emerging opportunities
- Act as a trusted advisor to senior leaders by identifying transformation opportunities, developing transformation roadmaps, leading complex cross-functional programs, and ensuring realization of business benefits through effective governance, change management, innovation, and continuous improvement.

Major accountabilities

Identify 5-6 major accountabilities of the job (not the employee). Describe these accountabilities by what is to be accomplished, how and why. Use action verbs to begin each sentence. Avoid the use of acronyms. Include the approximate percentage of time spent on accountability. The percentages below should sum up to 100.

Strategic Transformation and Innovation • Oversee digital/AI and non-digital/AI transformation initiatives aligned with Sun Life's business objectives • Monitor the development and execution of project management methodologies and best practices • Champion the implementation of new technologies and digital solutions to elevate business processes and customer experience • Proactively respond to changes in the external environment and evolving customer needs • Build and maintain strategic partnerships with key external stakeholders, including major customers, regulators, and industry leaders • Monitor and report on project progress, risks, and outcomes to Leadership team • Ensure all activities, decisions and deliverables comply with fair treatment of Clients principles, proactively identifying and mitigating risks of unfair client outcomes in line with Company conduct expectations.	60%
Change Management and Organizational Effectiveness • Design and implement change management to drive adoption of transformation initiatives • Promote cultural transformation initiatives to foster innovation, agility, and customer-centricity • Influence and align diverse stakeholder groups to support transformation initiatives • Manage relationships with key partners and vendors involved in transformation initiatives	30%
Performance and Risk Management • Monitor key performance indicators (KPIs) for all transformation initiatives • Develop and manage risk management for complex, large-scale transformation programs • Provide strategic insights and recommendations to the Leadership Team • Lead the development of innovative approaches to measure and enhance organizational performance	10%

JOB DESCRIPTION (JD)

Sun Life Asia Job Evaluation Process

Specialized knowledge

List specific types of technical or professional skills and knowledge required for the job.

- Demonstrate the Curiosity to effectively leverage AI tools to enhance productivity, decision-making, and quality of outcomes within the role
- Advanced knowledge of project management methodologies and best practices, industry trends, regulatory environments, and emerging technologies
- In-depth understanding of change management principles and their application
- Thorough understanding of business process reengineering and continuous improvement methodologies
- Experience in strategic planning, business model innovation, data analytics, AI and performance reporting is preferable
- Excellent facilitation, stakeholder management and influencing skills
- Fluency in Vietnamese and English

Problem solving

Outline problem solving requirements in terms of how standardized, varied, complex and interdependent problems and issues are typically faced by this job. Provide examples if necessary.

- Demonstrate strong accountability in problem solving by proactively identifying, owning, and resolving all issues within scope, regardless of formal task assignment
- Address broadly defined transformation challenges within a general frame of reference toward functional objectives
- Develop innovative approaches to transformation challenges, balancing multiple stakeholder interests and business priorities
- Develop and implement risk mitigation strategies for complex transformation initiatives
- Evaluate ambiguous situations involving multiple stakeholders, competing priorities and significant business impact.
- Anticipate emerging business issues and recommend proactive solutions.

Education and experience

Indicate the minimum education level and years of relevant experience required to perform the work. Include specific professional designations, licenses, registrations, if applicable.

Education:

- Bachelor's degree required, Master's degree preferred in Business Administration, Information Technology, Organizational Development, or a related field
- Professional certifications in Project Management (e.g., PMP), Change Management (e.g., PROSCI), or Business Process Management are highly desirable
- Industry-specific certifications (e.g., LOMA) are an advantage

Experience:

- Minimum of 7 years of progressive experience in transformation, strategy, and organizational change
- Extensive experience in the financial services industry, preferably in insurance
- Proven track record in driving innovation and digital transformation and transformation initiatives, including digital transformation projects
- History of successful stakeholder management at all levels of an organization

Communication scope

Identify the level and nature of internal and external contacts with whom this job must interact regularly. Describe the reason and frequency of their communication.

- Articulate and champion a compelling vision for transformation across the company
- Regularly interact with C-suite executives, and key external stakeholders
- Conduct high-level briefings and presentations to shape strategic direction and secure buy-in
- Influence middle and senior management on business solutions and transformation strategies

Management scope

JOB DESCRIPTION (JD)

Sun Life Asia Job Evaluation Process

Total number of direct reports: N/A

Total number of staff managed (direct and indirect): N/A

Metrics (if applicable)

Finance metrics (revenue, budget managed, etc.):

Sales metrics (type and amount):

Other metrics (specify):

Travel required (express as % of working time):