



Vacancy: Manager, Partner Governance & Performance

Location: Cyberjaya

About The Role

Support the head of partner management in overseeing partner governance, compliance, and performance monitoring across partner engagements, including the operational oversight of the call centre function. The role ensures alignment with contractual obligations, Service Level Agreements (SLAs), operational requirements, and organisational policies while maintaining high service standards and effective service delivery.

Key Responsibilities

- Support the implementation and administration of governance, compliance, and risk management frameworks across partner engagements and outsourced service providers.
- Monitor partner and call centre performance against contractual obligations, SLAs, and KPIs, and identify gaps or risks for timely escalation.
- Conduct periodic operational reviews, compliance checks, performance assessments, and service quality monitoring.
- Coordinate with internal stakeholders and vendors to ensure alignment with operational priorities, service standards, and organisational policies.
- Serve as the primary operational liaison between MyDigital ID and service partners, including the call centre vendor, to ensure effective communication and issue resolution.
- Track, analyse, and report operational and performance data, preparing dashboards and summaries for management review.
- Support the development and maintenance of FAQs, SOPs, and training materials to ensure service accuracy and operational consistency.
- Manage operational escalations and monitor corrective action plans to ensure resolution within agreed timelines.
- Facilitate coordination meetings, service reviews, and governance discussions with partners and vendors.
- Conduct periodic audits, risk assessments, and quality checks to ensure compliance and service excellence.

- Liaise with relevant internal teams to resolve systemic issues and implement corrective measures.

Qualifications & Job Specifications

Bachelor's Degree in Business Administration, Management, Public Policy, Communications, Law, Finance, or a related discipline.

- Minimum 5–7 years of relevant experience in partner management, vendor governance, service operations, compliance, risk management, or operational performance monitoring.
- Experience managing third-party vendors or service providers with contractual KPIs and SLAs.
- Experience in service operations or customer support environments, including exposure to call centre performance monitoring or service delivery oversight, is an advantage.
- Experience in structured organisations (e.g. GLC, regulated industries, financial services, or government-linked programmes) is preferred.
- Exposure to audit processes, operational reporting, escalation management, and cross-functional coordination.

Kindly send your resume to **hr@myid.my** and **shenaz.razak@myid.my** with the subject line "Application for Manager, Partner Governance and Performance"