

Citigroup, Citi Ventures
Job description: D10X Startup Coach and Entrepreneur-in-Residence (EIR)

Reports to: D10X Program Director

Position Summary

Citi Ventures accelerates innovation at Citi by discovering, validating, and investing in new solutions that have the potential to transform the future of financial services. Headquartered in Silicon Valley with offices in San Francisco, New York, and London, our mission is to enable Citi to take its 200 years of history and leverage that into a sustainable growth engine that delivers in the face of rapid change and dislocation. Citi Ventures has evolved its model over time to create an integrated portfolio-driven approach to innovation. Our Venture Investing, Strategic Partnerships, and D10X programs work together to bring the outside in and embed relevant new skills and technologies from the startup ecosystem into Citi's businesses.

The Discover 10X program drives the incubation of new businesses through an intensive system and methodology designed to generate new organic growth for Citi. The system incorporates the principles of corporate innovation, Lean Startup Methodology, Design Thinking and Agile including a disciplined Venture Capital-style portfolio management model and the rigorous experimentation and validation of customer solutions in order to launch New-to-Citi and New-to-World businesses, products and services.

The D10X Startup Coach and EIR plays a critical role in the D10X program by helping the D10X startup teams keep their 'eye on the prize', providing an outside-in perspective, staying true to the D10X process and generally contributing to the cultivation of the "new skills and new ways of working" we want to instill across Citi.

This position will report to a D10X Program Manager and be based in Singapore. The coach will focus primarily on the D10X program as it relates to our APAC Markets and Securities Services business.

Primary Responsibilities

- Become expert in the Discover 10X system – strategy, purpose, methodology, processes, tools, and outcomes
- Actively coach D10X startup teams through the D10X Incubator stages, from concept through launch and scaling entirely new businesses for Citi
- Ensure that D10X startup teams are staying grounded in outside-in thinking; help identify and expose D10X teams to external sources of inspiration and provocation; leverage Citi Ventures' portfolio companies and investors appropriately

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- Coach the teams in thinking through the most effective validation experiments they can run appropriate to the business concept and startup's stage of maturity
- Ensure that teams are properly capturing and synthesizing the results of their experiments and customer validation metrics
- Help the D10X co-founders prepare for 'Deal Day' pitches and updates
- Leverage your functional experience with customer development, product management, design, business model development, customer acquisition among others to support the development of Citi Startups through their phases of development.
- Contribute to the identification and articulation of strategic Opportunity Areas; facilitate and lead D10X teams through the Opportunity Area development process
- Teach in the D10X Ideation events and Hackathons; contribute to the development and maintenance of the D10X Talent and Coaches curricula
- Be an effective conduit between the startup teams and D10X program leadership with respect to issues, challenges, successes and opportunities
- Actively seek opportunities to leverage platforms and best practices across Citi Ventures, the Global Lab Network and Citi's internal innovation ecosystem.
- Ensure that we are telling the story and finding unique ways of demonstrating the value and impact we are creating through the D10X program overall and the D10X Talent and Coaching/EIR programs
- Be a key contributor to the D10x talent and coaching programs, curriculum, and processes that enable corporate entrepreneurship and the D10X growth operating system to take root across Citi
- Contribute to D10X Co-founder and D10X Coach communities across Citi to promote continuous distributed learning, collaboration, honing of corporate entrepreneurship best practices

Education

- MBA or advanced degree equivalent

Required Experience

Qualifications

- 8-10 years relevant experience in:
- Corporate innovation, strategy and/or new business creation

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- Creating entirely new market categories/offerings
- Corporate EIR role
- Startup Founder role (Fintech experience highly encouraged)
- Coaching, consulting, and facilitation
 - Ability to think strategically and implement tactically in a startup environment
 - Experience working with, or knowledge of Blockchain solutions
 - Strong leadership presence and influencing skills at the highest levels of executive leadership
 - Ability to frame ambiguous, unstructured information in a logical and structured manner
 - Ability to tackle and learn new subjects quickly; learns through productive failure
 - Excellent verbal and written communication, interpersonal, collaboration and influencing skills
 - Excellent analytical and problem solving skills
 - International work experience strongly preferred

Key Competencies And Attributes

- Innovative – Not afraid to challenge the status quo, question assumptions and generate new ideas looking at issues from multiple angles; driven by discontinuous, bold thinking and imagination
- Curious – Open to learning and exploring new information and practices; interested in understanding how things work
- Connector – Takes time to reflect on experiences; spends focused energy processing information, gaining deeper insights into problems, themselves and others as a result
- Flexible – Remains engaged during stressful situations brought on by ambiguity and conflict
- Courageous – Takes calculated risks and purposefully puts self in challenging situations where success is not always guaranteed
- Tenacious self-starter with ability to drive to outcomes independently
- Ability to lead and manage multiple, complex work-streams simultaneously in a fast-paced, ever-changing environment
- Demonstrates and embodies optimism, adaptability and agility in adjusting to new and emerging opportunities and challenges
- Enhances team camaraderie; actively teaches, coaches and grows the team members' skills and capabilities

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Travel requirements: Travel will be required, ~10% of time, in the US and Internationally