

SKILLS FRAMEWORK FOR DESIGN SKILLS MAP – HEAD OF TRANSFORMATION

Sector	Design			
Track	Business			
Sub-track	Transformation Design			
Occupation	Business Transformation Professional			
Job Role	Head of Transformation			
Job Role Description	<p>The Head of Transformation oversees the delivery of transformation programmes for the organisation and ensures that staff engagement is maintained throughout the transformation process. He/She establishes desired change outcomes for the organisation and designs organisational-wide change management programmes. He also establishes relationships with stakeholders in order to help them overcome barriers to change. As an experienced leader in the organisation, he uncovers skills gaps and recommends development interventions to increase the competence of his team members.</p> <p>The Head of Transformation possesses exceptional communication, analytical and organisational skills. He uses his expertise in facilitation to assist stakeholders in handling changing environments and priorities. He is able to develop creative solutions for overcoming organisational challenges and demonstrates deep business acumen in facilitating business transformation.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Deliver design thinking solutions	Develop predictive models for resolving organisational challenges in collaboration with stakeholders	Performance Expectations (For legislated / regulated occupations)
			Develop suitable business transformation strategies for responding to internal and external drivers of change	
			Oversee the implementation of organisational development processes for employee engagement, systems thinking and team development	
			Lead the adoption of new operating models, methods, processes, tools and metrics	
	Facilitate change management	Establish desired change outcomes for the organisation		
		Challenge existing organisational practices and conventions		
		Instil a discipline of process change and change management across the organisation		
	Deepen relationships with stakeholders	Eradicate internal barriers and bureaucracy by integrating teams		
		Lead engagement with stakeholders on overcoming barriers to change		
		Mentor leaders throughout transformational changes and journeys		
	Influence organisational development	Develop staff through capability development and coaching		
		Develop on-the-job training programmes		
		Facilitate hiring decisions for the organisation		
		Lead change management initiatives		
		Address complaints and key concerns impacting staff morale and performance		
	Skills & Competencies	Technical Skills and Competencies		
Business Model Innovation		Level 5	Decision Making	Advanced
Business Negotiation		Level 5	Leadership	Advanced
Business Presentation Delivery		Level 5	Problem Solving	Advanced
Change Management		Level 5	Sense Making	Advanced
Conceptual Thinking		Level 5	Creative Thinking	Advanced
Creative Entrepreneurship		Level 6		
Critical Thinking		Level 5		
Cultural Sensitivity for Design		Level 4		
Data and Information Visualisation		Level 5		
Design Creation and Development		Level 5		
Design Thinking Practice		Level 6		
Emerging Technology Synthesis		Level 5		
Empathetic Design		Level 5		
Facilitation		Level 5		
Imagination and Exploration	Level 5			

	Project Management	Level 5	
	Proposal Writing Development	Level 5	
	Qualitative Research	Level 5	
	Scenario and Strategic Planning	Level 5	
	Stakeholder Management	Level 5	
	Systems Thinking	Level 5	
	Trend Forecasting	Level 5	
	User Experience Design	Level 5	
	User Testing and Usability Testing	Level 5	
Programme Listing	For a list of Training Programmes available for the Design sector, please visit: www.skillsfuture.sg/skills-framework/design		
The information contained in this document serves as a guide.			