

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - HEAD OF CLIENT IMPLEMENTATION				
<b>Sector</b>	Financial Services			
<b>Track</b>	Sales, After Sales, Distribution and Relationship Management			
<b>Occupation</b>	Client Implementation Analyst			
<b>Job Role</b>	Head of Client Implementation			
<b>Job Role Description</b>	<p>The Head of Client Implementation is responsible for driving strategic relationship building activities and ensuring client implementation plans are carried out at standards that are satisfactory to clients. He/She oversees the team's compliance with implementation policies and regulations when executing tasks during implementation, often collaborating with relevant internal teams for the successful design and delivery of client implementation plans.</p> <p>The Head of Client Implementation possesses strong leadership, interpersonal and teamwork skills. His work environment is highly diverse and evolves based on clients' requirements and needs. He is flexible to change and has quick problem-solving skills.</p>			
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	Manage client satisfaction	<b>Key Tasks</b>	
			Oversee on-going client management activities	
			Resolve escalated conflicts for complex issues and priority customers during process execution	
			Drive strategic relationship building activities	
			Foster a culture of collaboration with partners and within the implementation team	
	Ensure all client queries and processing issues are addressed and/or resolved during process execution			
	Execute and monitor post-sale implementation	Present management reports and assess the effectiveness of implementation plans		
		Oversee and implement more complex product solutions for clients		
		Oversee working relationships with internal key internal and external stakeholders to ensure effectiveness of implementation plans		
	Ensure compliance with regulatory requirements	Ensure the team operates effectively by adhering to implementation methodologies and policies		
		Ensure the team adheres to policies and procedures and meets or exceeds established Service Level Agreements (SLAs)		
		Ensure internal policies and regulations that were agreed to during the sales phase are adhered to during process execution		
	Coordinate collaborative efforts to provide solutions to clients	Oversee business development process and partner with relevant internal teams to support implementation for new sales opportunities		
		Drive collaboration across departments to build support systems for effective delivery on client commitments		
		Oversee the issue mitigation process, ensuring service issues are resolved promptly		
<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
	Account Management	Level 5	Service Orientation	Advanced
	Business Needs Analysis	Level 5	Decision Making	Advanced
	Business Performance Management	Level 5	Communication	Advanced
	Business Planning	Level 5	Transdisciplinary Thinking	Advanced
	Business Requirements Mapping	Level 5	Digital Literacy	Advanced
	Change Management	Level 5		
	Continuous Improvement Management	Level 5		
	Customer Experience Management	Level 5		
	Ethical Culture	Level 5		
	People Performance Management	Level 5		
	Service Challenges	Level 5		
	Stakeholder Management	Level 5		

<b>Programme Listing</b>	For a list of Training Programmes available for the Financial Services sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/financial-services">www.skillsfuture.sg/skills-framework/financial-services</a>
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The information contained in this document serves as a guide.