

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - HEAD OF BUSINESS MANAGEMENT					
Sector	Financial Services				
Track	Sales, After Sales, Distribution and Relationship Management				
Occupation	Business Manager				
Job Role	Head of Business Management				
Job Role Description	<p>The Head of Business Management is responsible for engaging key stakeholders across the business to drive strategy for performance improvement, lead change initiatives and ensure timely rollout of projects. This involves management of resource allocation, project planning and prioritisation and overseeing operational compliance and performance, mainly across front office teams.</p> <p>He/She frequently collaborates with different segments of the business and is communicative and a team player. He possesses adequate industry experience and a keen understanding of the organisation's business and strategic objectives so as to lead change and improvement programs. As operational issues arise, he provides independent judgement and makes quick decisions to ensure timely resolution of these issues.</p>				
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions		Key Tasks		
	Connect business units to support delivery to clients		Liaise with key partners across the business and assist with resource allocation to deliver timely rollout of initiatives and projects		
			Assist business heads to achieve delivery goals by collating relevant information and reports from across the business		
			Collaborate with business unit heads to lead change initiatives and drive implementation of strategic plans across the organisation		
	Oversee front office performance		Inculcate a high performance culture and drive objectives setting for sales and service staff performance to achieve business objectives		
			Formulate business plans and Key Performance Indicators (KPIs) for front office teams in alignment with organisation's objectives		
			Lead changes and development of new sales initiatives and programs to capture key demographics		
	Manage operational issues		Drive the development of work processes, procedures and controls to ensure compliance to regulatory requirements		
			Act as single point of accountability for the assigned centres for compliance within all operational and service delivery		
			Ensure resolution of compliance issues and client complaints as an independent party from the business		
Skills and Competencies	Technical Skills and Competencies			Generic Skills and Competencies (Top 5)	
	Business Performance Management	Level 5		Teamwork	Advanced
	Business Planning	Level 6		Communication	Advanced
	Business Process Re-engineering	Level 5		Transdisciplinary Thinking	Advanced
	Business Requirements Mapping	Level 5		Developing People	Advanced
	Continuous Improvement Management	Level 5		Problem Solving	Advanced
	Disruption Management	Level 6			
	Ethical Culture	Level 5			
	People Performance Management	Level 5			
	Project Management	Level 5			
	Regulatory Compliance	Level 5			
	Risk Management	Level 5			
	Sales Target Management	Level 5			
	Stakeholder Management	Level 5			
	Strategy Planning	Level 5			
Programme Listing	For a list of Training Programmes available for the Financial Services sector, please visit: www.skillsfuture.sg/skills-framework/financial-services				

The information contained in this document serves as a guide.