

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - BUSINESS MANAGER				
Sector	Financial Services			
Track	Sales, After Sales, Distribution and Relationship Management			
Occupation	Business Manager			
Job Role	Business Manager			
Job Role Description	<p>The Business Manager works with different units across the business to improve performance, allocate resources and collate data, for the purposes of supporting delivery to clients. This includes gathering front office feedback and performance indicators as well as analyses from across different business segments. He/She also assists with resolving operational issues and managing client complaints.</p> <p>The Business Manager takes initiative and reacts quickly and effectively to issues requiring resolution. He is detail-oriented and possesses strong organisational skills in order to manage multiple initiatives and interface with different levels of management across the business.</p>			
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks		
	Connect business units to support delivery to clients	Assist with resource management and allocation across the business		
		Collate relevant information and analyses from across different business segments to support delivery		
		Work with business unit heads to identify improvement opportunities and change initiatives		
	Oversee front office performance	Monitor performance of sales and service teams to identify any gaps in training		
		Execute and evaluate business plans that ensure front office teams uphold and provide organisation's professional sales and service standards		
		Gather relevant feedback from front office and implement new sales initiatives and programs		
	Manage operational issues	Implement work processes and controls to ensure adherence to internal and external regulations		
		Track adherence to compliance across products, processes and services		
		Assist relevant parties with client due diligence and onboarding procedures		
Solve 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 4	Resource Management	Advanced
	Business Planning	Level 5	Teamwork	Advanced
	Business Process Re-engineering	Level 4	Service Orientation	Intermediate
	Business Requirements Mapping	Level 4	Transdisciplinary Thinking	Intermediate
	Continuous Improvement Management	Level 4	Communication	Advanced
	Disruption Management	Level 5		
	Ethical Culture	Level 4		
	People Performance Management	Level 4		
	Project Management	Level 4		
	Regulatory Compliance	Level 4		
	Risk Management	Level 4		
	Sales Target Management	Level 4		
	Stakeholder Management	Level 4		
Strategy Planning	Level 4			
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.