

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - OPERATIONS RISK AND CONTROL MANAGER				
Sector	Financial Services			
Track	Operations			
Occupation	Operations Risk and Control Analyst			
Job Role	Operations Risk and Control Manager			
Job Role Description	<p>The Operations Risk and Control Manager is responsible for managing risk and control activities for the organisation and ensuring compliance with any applicable guidelines, laws and regulations. He/She will monitor high risk operational and emerging risk incidents with the aim of strengthening the organisation's control environment and improving control processes. He conducts investigations to identify risk incidents and determine corrective actions, and develops incident response and crisis management protocols to deal with potential emergencies.</p> <p>The Operations Risk and Control Manager possesses analytical capabilities and a keen eye for pinpointing sources of risks or potential crises. He is a quick thinker who is able to make decisions under tight timelines so as to address and resolve risk incidents as they arise and adapt to the changing regulatory environment.</p>			
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks		
	Monitor risk exposures in operations	Evaluate impact of changes to regulatory environment on operations and recommend changes to operational procedures		
		Monitor high risk operational and emerging risk incidents within the operations function to identify areas of improvement		
		Manage breach of control procedures, ensuring effectiveness of operational processes and that appropriate levels of key controls are in place		
	Manage operational and compliance risks	Review relevance and suitability of operational assurance activities for governance, controls, anti-money laundering, business continuity planning and regulatory compliance requirements		
		Perform Internal Risk Reviews to identify risks and assess adequacy of related controls in the overall control environment		
		Manage the investigation of Operational Risk Incidents (ORIs)		
		Develop corrective actions and solutions based on root cause analyses		
	Oversee operational efficiency and appropriate controls	Manage both internal and external audit process and follow up on all audit queries		
		Manage and advise risk owners on risk control activities within operations		
Develop incident response and crisis management protocol to plan for potential emergencies				
		Communicate changes in operations procedures and the regulatory environment to relevant stakeholders		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Business Continuity Planning	Level 4	Leadership	Advanced
	Business Risk Assessment	Level 4	Problem Solving	Advanced
	Data Analytics and Computational Modelling	Level 4	Managing Diversity	Advanced
	Data Governance	Level 4	Resource Management	Advanced
	Disruption Management	Level 5	Sense Making	Advanced
	Ethical Culture	Level 4		
	Fraud Risk Management	Level 4		
	Monitoring and Surveillance	Level 4		
	Operational Risk Management	Level 4		
	People Performance Management	Level 4		
	Regulatory and Legal Advisory	Level 4		
	Regulatory Compliance	Level 4		
	Regulatory Risk Assessment	Level 4		
	Risk Appetite and Goals Setting	Level 4		
Risk Management	Level 4			

	Security Governance	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.