

| SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - OPERATIONS RISK AND CONTROL ANALYST | | | | |
|---|---|---|----------------------|--|
| Sector | Financial Services | | | |
| Track | Operations | | | |
| Occupation | Operations Risk and Control Analyst | | | |
| Job Role | Operations Risk and Control Analyst | | | |
| Job Role Description | <p>The Operations Risk and Control Analyst acts as the first line of defence by assisting the management of day-to-day risks. He/She will be responsible for identifying, analysing and documenting operational risk events and incidents for further investigation. He also supports the team in the development and implementation of risk procedures, detailing out required processes, controls and governance standards for all relevant processes.</p> <p>The Operations Risk and Control Analyst is both logical and analytical as his tasks involve monitoring and tracking risks. He is numerically inclined and comfortable with documentation and analysis tasks. He is familiar with spreadsheet software to handle data efficiently.</p> | | | |
| Critical Work Functions and Key Tasks / Performance Expectations | Critical Work Functions | Key Tasks | | |
| | Monitor risk exposures in operations | Work with risk management teams to understand changes in regulatory environment impacting operations | | |
| | | Monitor operational and emerging risk incidents, highlighting abnormal incidents and potential high-risk issues | | |
| | | Monitor control environment surroundings for technical, financial and operational processes, ensuring control procedures are followed and appropriately evidenced | | |
| | Manage operational and compliance risks | Propose operational assurance activities for governance, controls, anti-money laundering, business continuity planning and regulatory compliance requirements | | |
| | | Assist in the coordination and documentation of Internal Risk Reviews | | |
| | | Collaborate with relevant stakeholders to investigate incidents and errors | | |
| | | Determine corrective actions based on root cause analysis | | |
| | Oversee operational efficiency and appropriate controls | Support audit and remediation processes, raising audit queries where identified | | |
| | | Conduct research on risk management best practices | | |
| | | Support emergency planning activities, including incident response and crisis management | | |
| | Skills and Competencies | Technical Skills and Competencies | | Generic Skills and Competencies (Top 5) |
| Business Continuity Planning | | Level 3 | Communication | Intermediate |
| Business Risk Assessment | | Level 3 | Interpersonal Skills | Intermediate |
| Data Analytics and Computational Modelling | | Level 3 | Teamwork | Intermediate |
| Data Governance | | Level 3 | Problem Solving | Intermediate |
| Disruption Management | | Level 4 | Digital Literacy | Intermediate |
| Ethical Culture | | Level 3 | | |
| Fraud Risk Management | | Level 3 | | |
| Monitoring and Surveillance | | Level 3 | | |
| Operational Risk Management | | Level 3 | | |
| Regulatory and Legal Advisory | | Level 3 | | |
| Regulatory Compliance | | Level 3 | | |
| Regulatory Risk Assessment | | Level 3 | | |
| Risk Management | | Level 3 | | |
| 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.