

SKILLS FRAMEWORK FOR FINANCIAL SERVICES				
SKILLS MAP - HEAD OF KNOW YOUR CUSTOMER/CUSTOMER DUE DILIGENCE/HEAD OF CLIENT LIFECYCLE				
Sector	Financial Services			
Track	Operations			
Occupation	Know Your Customer/Customer Due Diligence Analyst			
Job Role	Head of Know Your Customer/Customer Due Diligence/Head of Client Lifecycle			
Job Role Description	<p>The Head of Know Your Customer/Customer Due Diligence/Head of Client Lifecycle is an experienced professional in the field of business compliance. He/She ensures that Know Your Customer (KYC)/Customer Due Diligence (CDD) processes adhere to regulatory policies. He establishes internal frameworks and guidelines for maintaining customer accounts.</p> <p>The Head of Know Your Customer/Customer Due Diligence/Head of Client Lifecycle possesses excellent management and leadership skills to spearhead the function and oversee the KYC/CDD team. He possesses strong analytical skills, have excellent communications and stakeholder management skills with the ability to provide practical solutions to the business.</p>			
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks		
	Assist in customer onboarding	Drive adherence to organisation's regulatory policies and escalation of matters when necessary		
		Establish internal guidelines to perform efficient and accurate due diligence on new customers		
		Drive awareness of onboarding process flows with relevant stakeholders		
	Maintain and service accounts	Develop processes and procedures to ensure customer accounts are actively tracked and managed		
		Formulate organisation's risk strategies, policies and procedures according to market conditions, regulatory requirements and risk appetite of institution		
		Escalate unusual activities to compliance department according to established policies and procedures		
		Evaluate cases to determine if there is a need for further escalation to relevant parties		
		Approve accounts that need to be closed		
		Formulate responses on Know Your Customer (KYC) reviews and issues arising from business units and overseas units		
	Ensure compliance	Ensure compliance and follow-up actions to regulatory matters		
		Establish internal guidelines to perform periodic Know Your Customer (KYC) and/or Customer Due Diligence (CDD) of existing accounts		
		Review existing policies and procedures to keep updated with industry trends and legislative changes		
Review legal documentation by incorporating both customers' and organisation's requirements in collaboration with relevant stakeholders				
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Compliance Mindset Development	Level 5	Communication	Advanced
	Continuous Improvement Management	Level 5	Leadership	Advanced
	Corporate and Business Law Application	Level 5	Teamwork	Advanced
	Customer Acceptance Checking and Onboarding	Level 4	Problem Solving	Advanced
	Data Governance	Level 5	Decision Making	Advanced
	Ethical Culture	Level 5		
	People Performance Management	Level 5		
	Policy Implementation and Revision	Level 5		
	Regulatory Compliance	Level 5		
	Regulatory and Legal Advisory	Level 5		
	Regulatory Risk Assessment	Level 5		
	Risk Analytics	Level 5		
Service Challenges	Level 5			

	Stakeholder Management	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.