

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - HEAD OF DIGITAL TRANSFORMATION				
Sector	Financial Services			
Track	Digital and Data Analytics			
Occupation	Digital Transformation Officer			
Job Role	Head of Digital Transformation			
Job Role Description	<p>The Head of Digital Transformation has comprehensive and in depth knowledge of the latest digital technologies in the market and their potential impact. He/She understands the needs of various business units and recommends digital solutions to address them. He manages teams running various projects to implement digital solutions, providing strategic direction of the organisation's digital initiatives. He is responsible for driving the digital agenda throughout the organisation as well as the adoption of new methodologies such as Agile within the organisation.</p> <p>The Head of Digital Transformation is a forward thinker and anticipates trends and disruptions within the industry to plan accordingly for the organisation's future capabilities and readiness. He possesses strong leadership qualities and influence within the organisation to drive changes amongst various key stakeholders. He demonstrates strong persuasive communication skills to influence others.</p>			
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks		
	Establish technical direction and digital architectural standards	Review and approve organisation's technical direction for digital transformation		
		Articulate organisation's technical direction for digital transformation to senior management to obtain buy-in		
		Drive institutionalisation of direction as part of organisational strategies		
		Propose and seek approval from senior management for purchase or acquiring of additional Infocomm Technology (IT) infrastructure for the implementation of digital transformation		
		Institutionalise standard procedures for digital transformation processes		
	Determine needs and requirements of technologies for business units	Determine the most appropriate and value-adding digital technology solutions for implementation		
		Drive buy-in amongst internal stakeholders to implement digital technology solutions in accordance with designed implementation plans		
		Ensure alignment between digital technology needs of business unit and organisational digital strategies		
	Manage digital transformation projects	Facilitate collaboration between IT teams and/or solution vendors and business units for alignment of objectives		
		Oversee and drive implementation of digital technology solutions		
		Articulate progress of implementation with heads of business units through regular updates		
		Set timelines and expectations for project implementation for heads of business unit, IT teams and/or solution vendors		
		Advise on implementation of risk mitigating initiatives within the digital technology solution implementation processes		
	Develop mastery of latest digital technologies	Develop expertise on latest digital technologies in the market and its impact on the financial services industry		
		Drive implementation of new digital technologies according to organisation's digital strategy and business needs		
		Leverage network to identify opportunities for the organisation to pilot the latest digital technologies		
	Implement organisation mandate for digital thinking and adoption of Agile methodologies	Coach team on change management initiatives and obtain buy-in to achieve new ways of working		
		Gain stakeholder approval for building a mandate for the adoption of digital thinking and new ways of working		
		Develop expertise on various Agile methodologies and provide guidance to leaders on their adoption		
Advise on the framework for the types of projects that would be suitable to be run with Agile methodologies				
Recommend implementation of Agile methodologies for specific projects to heads of business units				
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Benchmarking	Level 5	Transdisciplinary Thinking	Advanced
	Business Environment Analysis	Level 6	Global Mindset	Advanced
	Business Needs Analysis	Level 5	Leadership	Advanced
	Business Planning	Level 6	Digital Literacy	Advanced

Skills and Competencies	Change Management	Level 6	Decision Making	Advanced
	Continuous Improvement Management	Level 6		
	Data Collection and Analysis	Level 6		
	Emerging Technology Synthesis	Level 6		
	Ethical Culture	Level 5		
	Information Technology Application Support and Monitoring	Level 5		
	Market Research and Analysis	Level 5		
	People Performance Management	Level 5		
	Product Design and Development	Level 6		
	Product Performance Management	Level 6		
	Project Management	Level 6		
	Quality Assurance	Level 5		
	Scenario Planning and Analysis	Level 5		
	Standard Operating Procedures Development	Level 5		
	Technology Application	Level 5		
	User Experience Design	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.