

SKILLS FRAMEWORK FOR FINANCIAL SERVICES		
SKILLS MAP - MONITORING, SURVEILLANCE AND TESTING EXECUTIVE		
Sector	Financial Services	
Track	Risk, Compliance and Legal	
Occupation	Monitoring, Surveillance and Testing Officer	
Job Role	Monitoring, Surveillance and Testing Executive	
Job Role Description	<p>The Monitoring, Surveillance and Testing Executive is responsible for conducting routine compliance checks across people, processes and technology platforms. He/She conducts regular monitoring and surveillances across trade, transaction and operational activities to detect possible compliance breaches. He is required to perform manual reviews and utilise automated monitoring facilities to identify suspicious activities, assist in investigations, and support the implementation of corrective measures. He also tests the organisation's compliance systems and detects potential compliance breaches.</p> <p>The Monitoring, Surveillance and Testing Executive's duties may require him to be contactable after office hours. He is analytical, detail-oriented, and able to execute procedures diligently. He possesses a working knowledge of regulatory compliance policies and standards. He is ethical in practice and able to execute judgment with integrity.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Perform compliance monitoring and surveillance	Execute defined monitoring and surveillance policies and procedures
		Perform manual surveillances and checks on transactions, trade activities and electronic communications based on established procedures
		Utilise automated monitoring systems to identify and escalate indicators of suspicious activity for review
		Identify, analyse and escalate irregular incidents and/or flagged indicators for compliance investigations
		Conduct regular checks for organisational compliance with regulations, policies, procedures and compliance control infrastructure
	Conduct compliance investigations and analyses	Gather and conduct preliminary analyses on data as part of compliance investigations and analysis
		Identify and report the impact of compliance violations on the organisation
		Highlight potential compliance breach incidents which may require the involvement of external authorities
		Collate information required to respond to audit queries
	Perform internal compliance testing activities	Perform regular reviews on samples of daily processes, activities and employee conduct for compliance to policies, laws and regulations and identify potential violations
		Identify gaps in compliance controls based on compliance testing findings
		Test the adequacy of internal compliance controls for detecting breaches
		Review technology platforms for compliance to technology governance and regulatory requirements
		Track the implementation of change activities arising from recommendations to address compliance gaps and violations
		Implement incident management activities
	Ensure effectiveness of monitoring, testing and/or surveillance mechanisms	Keep abreast of the latest developments, changes and emerging regulatory and/or industry trends relating to compliance
		Ensure business requirements are incorporated into Information Technology (IT) systems used for monitoring, testing and surveillance
		Conduct research on possible technology and automation improvements which may be integrated into monitoring, surveillance or testing mechanisms
		Propose enhancements for parameter calibrations used in the surveillance process
Conduct user testing for new models of monitoring, testing and surveillance systems		
Report on monitoring and surveillance findings	Source and gather information from business units on frontline monitoring, surveillance and testing activities	
	Collate data and document monitoring and surveillance findings for management and regulatory reporting needs	
	Respond to routine stakeholder queries on compliance monitoring, surveillance and/or testing activities	
	Prepare submissions and regulatory reports for regulatory bodies and industry partners	
	Technical Skills and Competencies	Generic Skills and Competencies (Top 5)

Skills and Competencies	Compliance Mindset Development	Level 3	Teamwork	Basic
	Corporate Governance	Level 3	Communication	Basic
	Data Collection and Analysis	Level 3	Decision Making	Basic
	Ethical Culture	Level 3	Digital Literacy	Intermediate
	Monitoring and Surveillance	Level 3	Sense Making	Basic
	Regulatory and Legal Advisory	Level 3		
	Regulatory Compliance	Level 3		
	Risk and Compliance Reporting	Level 3		
	Stakeholder Management	Level 3		
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.