

**SKILLS FRAMEWORK FOR FINANCIAL SERVICES  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Business Development and Strategy Management					
<b>TSC</b>	Standard Operating Procedures Development					
<b>TSC Description</b>	Implement and develop Standard Operating Procedures (SOPs) and enforce compliance with SOPs					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
			<b>FSE-BIN-3011-1.1-1</b>	<b>FSE-BIN-4011-1.1-1</b>	<b>FSE-BIN-5011-1.1-1</b>	
			Administer operations to ensure and enforce compliance with established Standard Operating Procedures (SOPs)	Develop and update Standard Operating Procedures (SOPs) to sustain efficiency, consistency and quality of operations	Lead the development of Standard Operating Procedures (SOPs) to harmonise processes and cultivate business continuity for the organisation	
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>SOPs development methodologies</li> <li>Principles of SOPs management and enforcement</li> <li>Techniques to verify SOPs compliance</li> <li>Techniques to enforce compliance with SOPs</li> <li>Process enhancement and/or standardisation techniques</li> </ul>	<ul style="list-style-type: none"> <li>Writing styles for the development of SOPs manuals</li> <li>Content, procedures, formats and work instruction templates for the development of SOPs manuals</li> <li>Process enhancement and/or standardisation methodologies</li> <li>New regulatory changes impacting financial services</li> </ul>	<ul style="list-style-type: none"> <li>SOPs development tools and/or technology</li> <li>Best practices for managing SOPs</li> <li>New regulatory changes impacting financial services</li> <li>Best practices for processes</li> <li>Process enhancement and/or standardisation best practices</li> </ul>	
<b>Abilities</b>			<ul style="list-style-type: none"> <li>Conduct checks to determine if activities are performed in accordance with SOPs</li> <li>Support senior team members with the development of SOPs</li> </ul>	<ul style="list-style-type: none"> <li>Develop SOPs manuals</li> <li>Evaluate newly developed SOPs with stakeholders to validate clarity of SOPs</li> <li>Develop plans to implement and</li> </ul>	<ul style="list-style-type: none"> <li>Lead strategic development and reviews of SOPs to ensure they are aligned with business objectives and promote operational efficiencies</li> </ul>	

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			<ul style="list-style-type: none"> <li>• Communicate SOPs to team members</li> <li>• Collate feedback from team members and determine potential improvement opportunities to existing SOPs</li> <li>• Assess feasibility of SOPs recommendations</li> </ul>	<ul style="list-style-type: none"> <li>• communicate SOPs to staff</li> <li>• Review internal and external feedback and furnish regular updates to SOPs documentation</li> <li>• Make recommendations to enhance SOPs to increase efficiency, consistency and quality of operations</li> </ul>	<ul style="list-style-type: none"> <li>• Oversee reviews and revisions to SOPs which are affected by changes in regulations and/or operations</li> <li>• Impart the rationales and benefits of new or revised SOPs to relevant stakeholders and/or departments</li> </ul>	
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