

SKILLS FRAMEWORK FOR WHOLESALE TRADE
 SKILLS MAP - HEAD OF CREDIT

Sector	Wholesale Trade	
Track	Finance and Regulations	
Occupation	Credit Analyst	
Job Role	Head of Credit	
Job Role Description	<p>The Head of Credit assumes responsibility for overall credit function of an organisation. He/She establishes internal controls and processes for credit assessments, reviews, restructuring, monitoring and recovery.</p> <p>He is expected to have a good understanding of business and market developments locally and regionally, and is able to establish credit guidelines that are prudent and aligned with the organisation's requirements. He is analytical, numerically-driven and takes a prudent approach to credit risk management.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Initiate buyers' credit assessments	Endorse credit applications that deviate from approved limits or are at top threshold levels
		Establish policies and procedures for credit applications that deviate from predetermined standards
	Drive credit analysis processes	Drive credit stress testing outcomes to chart business decisions and credit risk appetites
		Lead periodic credit reviews and actions taken to ensure exposure to non-performing accounts are managed
		Endorse recommended credit restructuring options
		Drive credit policies, procedures, guidelines and regulatory requirements for adherence
		Direct analysis performed and credit policies that target profitable buyer segments
		Drive identification of credit opportunities where businesses can handle more risks
		Drive continuous improvement of internal credit guidelines and policies taking into consideration changing market and/or industry outlook
	Monitor credit risks performance	Establish effective credit risk management framework and methodologies
		Lead negotiations with relevant stakeholders regarding repossession actions from buyers with delinquent accounts
		Endorse dashboard indicators that facilitate monitoring of credit exposure levels
		Escalate adverse exposure of credit portfolios to relevant internal stakeholders for action based on review of credit portfolios
	Drive collaboration of human resource, technology and finance initiatives	Lead department's financial budgeting process to acquire funds for the operational activities
		Oversee department's financial budget utilisation against department work plan
		Drive corporate governance measures
Manage subordinates' professional and career development		
Manage department's recruitment and retention efforts		
Lead technology application to improve productivity and innovation		
Develop revised workplace technology approach for productivity improvement and innovation		

	Technical Skills & Competencies		Generic Skills & Competencies	
	Skills & Competencies	Budgeting	Level 5	Decision Making
Business Performance Management		Level 5	Leadership	Advanced
Business Planning		Level 5	Problem Solving	Advanced
Business Presentation Delivery		Level 5	Communication	Advanced
Change Management		Level 5	Sense Making	Advanced
Conflict Management		Level 5		
Continuous Improvement Management		Level 5		
Credit Assessment		Level 5		
Credit Risk Management		Level 5		
Data Mining and Modelling		Level 3		
Effectiveness Management		Level 5		
Enterprise Risk Management		Level 5		
Innovation Management		Level 5		
Learning and Development		Level 5		
Manpower Planning		Level 5		
Organisational Analysis		Level 5		
Resource Management		Level 5		
Solutions Design Thinking		Level 5		
Stakeholder Management		Level 5		
Strategy Planning		Level 5		
Systems Thinking Application	Level 5			
Technology Integration	Level 4			
Programme Listing	For a list of Training Programmes available for the Wholesale Trade sector, please visit www.skillsfuture.sg/skills-framework/wholesaletrade			

The information contained in this document serves as a guide.