



Subsector: Enterprise

Job Family: Compliance (Operational)

Impact Level

Today, this role is responsible for ongoing review of transactions flagged by monitoring systems, ensuring significant issues identified are fully investigated and promptly escalated where necessary, and analyse data to enhance monitoring effectiveness.

High Impact

Consolidated Activities

	Today	Future
Data Collection and Investigation	Execution is rule based. Though transaction monitoring systems are leveraged today, the rate of false positives is high. Hence, extensive time and human effort is required to access diverse systems/data sources to extract and review results.	Using API, machines will be used to collect data (pulling from diverse sources including client information system, transactions history, open sourced searches and watch-list screening), reducing the human effort and time spent in the process.
Suspicious Transaction Reports (STRs) Drafting	Execution is tedious and prone to human errors. Automated solutions are available to put together information needed to complete a STR report.	With the use of advanced natural language generation (NLG), draft STR can be autogenerated – wherein the most important and relevant details from the highlighted transactions are captured in the narrative for review and edit by the analyst.
STR Validation	Tasks require human judgment. Human intervention is needed to review and validate content in STR before submission to the authorities.	Human intervention will continue to be critical in the process of reviewing and validating the STR content prior to submission.

In the next

3-5 years ...

Automated systems will shift the day-to-day focus from execution of manual and time consuming activities to value-adding report validation, and challenging the inputs to ensure narratives are robust and accurate.

Skills Differentiators:

- ▶ **Data Interpretation and Analysis:** The job holder will need to be skillful in interpreting data to extract key insights for recommendations, decisions or actions.
- ▶ **Advanced Digital Acumen/Literacy:** The job holder will need to be constantly upskilled to operate using new or refined AI-enabled machines.
- ▶ **Data Storytelling:** The job holder will need to be able to disseminate key messages and findings from investigation in a compelling, clear, and easy-to-understand manner for relevant stakeholders to take action.
- ▶ **Complex Problem Solving:** The job holder will need to examine complex problems that are escalated for review, and leverage available resources to develop and execute solutions.
- ▶ **Investigation:** The job holder will display ability to gather and ascertain evidence to uncover suspicious behaviours and evaluate the appropriate corrective actions.

