



Subsector: Enterprise

Job Family: Risk Management

Impact Level

Today, this role is responsible for the implementation of process improvement initiatives to enhance operational efficiency, service delivery, and to create a continuous improvement culture in the organisation.

Medium Impact

Consolidated Activities

	Today	Future
Performance and Quality Monitoring	Execution is manual, and involves developing required performance management and quality scorecards for various functions.	Supported by AI, tracking will begin at the operational level, triggering alerts when service level agreements (SLAs) are not met. Organisations will also assess key performance indicators (KPIs) in a historical context and leverage data to predict operational "pain points", ultimately to improve performance
Continuous Process Improvement	Execution requires liaising with various business units to gather inputs and identify which areas in the operations workflow can be improved.	Advanced Analytics will provide more granular information to detect potential pain points. New methodologies will continue to be adopted to realise business products and process improvement opportunities.
Foster Culture of Continuous Improvement	Execution is advisory in nature and requires human judgment and expertise to collaborate across the organisation to create a work environment that engages employees at all levels to help drive out non-value adding work and simplify processes to achieve cost reduction.	Execution will continue to be human centric - relying on soft skills to encourage others to increase awareness, adopt and maintain a culture that encourages operational efficiency.

In the next

3-5 years ...

Moving away from the reactive break-and-fix approach, this role will leverage data to predict potential pain points across operations and strategically deploy resources to address anomalies as well as prioritise processes for automation.

Skills Differentiators:

- ▶ **Change Management:** The job holder will have the mindset and ability to drive effective change to ensure employees across the organisation adopt the continuous improvement culture, and showcase willingness to drive improvement in processes.
- ▶ **Project Management:** The job holder will be able to apply the appropriate principles for the planning and managing of a wide variety of process improvement projects to ensure stakeholder expectations and the objectives are achieved within agreed timeframe.
- ▶ **Business and Financial Acumen:** The job holder will possess commercial awareness to obtain a deeper understanding of the business needs and expectations, and ensure all processes and practices are able to drive and deliver business results.
- ▶ **Influencing and Negotiation:** The job holder needs to have the ability to display confidence in presenting and justifying the rationale for new processes as well as aligning the stakeholder's way of thinking and gaining buy-in from them.
- ▶ **Data Interpretation and Analysis:** Given the availability of large datasets, the job holder will be upskilled to analyse and interpret more complex data in a meaningful way.

