

Business manager

Proficiency level					
X New Gen AI skills	X Transferrable skills at the same proficiency level				
X New skills	X Transferrable skills at a higher proficiency level ¹				
Skills Framework track	Sales, after sales, distribution and relationship management	Job function	Other corporate functions		
Sub-sectors	Investment banking, private banking and wealth management, asset management	Expected augmentation by Gen AI	<p>Do more and do new: Gen AI can assist in the resolution of compliance issues and client complaints, enhance client due diligence and onboarding procedures, and streamline tracking adherence to compliance. Gen AI tools can also facilitate the collation of information to identify improvement opportunities; output from Gen AI tools can be used directly by the Head of Business Management to augment their decision-making capabilities</p>		

Key tasks that can benefit from Gen AI

Critical work functions	Key tasks
Manage operational issues	<p>Solve compliance issues and client complaints as an independent party from the business</p> <p>Assist relevant parties with client due diligence and onboarding procedures</p> <p>Track adherence to compliance across products, processes, and services</p>
Oversee front office performance	<p>Monitor performance of sales and service teams to identify any gaps in training</p> <p>Gather relevant feedback from front office and implement new sales initiatives and programs</p>
Connect business units to support delivery to clients	<p>Collate relevant information and analyses from across different business segments to support delivery</p> <p>Work with business unit heads to identify improvement opportunities and change initiatives</p>

New Gen AI skills		Additional skills required for potential redesigned role				
Prompt design	3	Role 1: Compliance advisory manager (adj². Score: 0.37)				
Gen AI principles and applications	3	Continuous improvement management	4	Budgeting	3	Compliance mindset development
Ethical and responsible Gen AI adoption	3	Ethical culture	4	Change management	4	Sustainability reporting
		Stakeholder management	4	Regulatory and legal advisory	4	Policy implementation and revision
		Regulatory compliance	4	Risk and compliance reporting	4	Data collection and analysis
		People performance management	4	Corporate governance	4	Contract and vendor management
		Risk management	4	Sustainability risk management	4	
		Strategy planning	4	Scenario planning and analysis	4	
		Role 2: Know your customer / Customer due diligence manager (adj. Score: 0.33)				
		Continuous improvement management	4	Customer acceptance checking and onboarding	3	Regulatory risk assessment
		Ethical culture	4	Sustainability risk management	3	Data governance
		Stakeholder management	4	Account management	4	Corporate and business law application
		Regulatory compliance	4	Regulatory and legal advisory	4	Customer relationship management
		People performance management	4	Taxonomy application	4	Service challenges

1. Transferrable skills with an increase in one level of proficiency is considered easier to acquire than transferable skills with multiple levels of increase in proficiency, followed by net new additional skills. Depending on job redesign for the financial institution, the financial institution will have to pick select skills to reskill employees on, via a combination of on-the-job training and existing courses

2. Skills adjacency score.

Source: SkillsFuture Skills Framework

DO MORE AND DO NEW