

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 level¹

Skills Framework track	Sales, after sales, distribution and relationship management	Job function	Other corporate functions	Job family	Business management
Sub-sectors	Investment banking, private banking and wealth management, asset management	Expected augmentation by Gen AI	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		

Key tasks that can benefit from Gen AI

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

New Gen AI skills

Prompt design	3
Gen AI principles and applications	3
Ethical and responsible Gen AI adoption	3

Additional skills required for potential redesigned role

Role 1: Compliance advisory manager (adj ² . Score: 0.37)					
Continuous improvement management	4	Budgeting	3	Compliance mindset development	4
Ethical culture	4	Change management	4	Sustainability reporting	4
Stakeholder management	4	Regulatory and legal advisory	4	Policy implementation and revision	4
Regulatory compliance	4	Risk and compliance reporting	4	Data collection and analysis	4
People performance management	4	Corporate governance	4	Contract and vendor management	4
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	4
Ethical culture	4	Sustainability risk management	3	Data governance	4
Stakeholder management	4	Account management	4	Corporate and business law application	4
Regulatory compliance	4	Regulatory and legal advisory	4	Customer relationship management	4
People performance management	4	Taxonomy application	4	Service challenges	4

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