

Client investment performance and reporting analyst

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	Operations	Job function	Customer operations	Job family	Client investment performance and reporting
Sub-sectors	Investment banking, private banking and wealth management, asset management	Expected augmentation by Gen AI	Do more and do new: Gen AI can automate the identification of benchmarks and data sources, verify portfolio performances against regulations, and enhance the attribution of risk-return differences. Gen AI tools can also optimize the development of marketing presentations, client reports, and fund management updates; outputs from Gen AI tools can directly be used by the Head of Client Investment Performance and Reporting		

Key tasks that can benefit from Gen AI

Critical work functions	Key tasks
Gather data for portfolio performance analysis	Identify appropriate benchmarks and data sources for portfolio performance assessment
Analyse portfolio performance	Verify if portfolio performance and risk figures are in accordance with industry regulation and customer investment management agreements, escalating deviations where necessary Attribute differences of risk-return in portfolios and benchmarks by taking into account industry outlook, market factors, and other drivers
Report portfolios' performance	Develop marketing presentations and client reports Prepare daily, weekly, or monthly fund management updates and analyses on portfolio performances Manage customer queries relating to performance analysis and benchmark data Produce performance and portfolio analytics for use in customer reports

New Gen AI skills

Prompt design	2
Gen AI principles and applications	2
Ethical and responsible Gen AI adoption	2

Additional skills required for potential redesigned role

Role 1: KYC/Customer due diligence analyst (adj. ² Score: 0.55)					
Continuous improvement management	3	Taxonomy application	3	Account management	3
Ethical culture	3	Regulatory risk assessment	3	Customer relationship management	3
Data governance	3	Customer acceptance checking and onboarding	2	Service challenges	3
Regulatory compliance	3	Stakeholder management	3		
Role 2: Operations risk and control manager (adj. Score: 0.38)					
Ethical culture	4	Regulatory and legal advisory	4	Business risk assessment	4
Data governance	4	Monitoring and surveillance	4	Business continuity planning	4
Regulatory compliance	4	Data analytics and computational modeling	4	Risk appetite and goal setting	4
Disruption management	5	Operational risk management	4	Fraud risk management	4
People performance management	4	Security governance	4		
Regulatory risk assessment	4	Risk management	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