





## Head of business management

### Proficiency level

-  New Gen AI skills
-  Transferrable skills at the same proficiency level
-  New skills
-  Transferrable skills at a higher proficiency level<sup>1</sup>

<b>Skills Framework track</b>	Sales, after sales, distribution and relationship management	<b>Job function</b>	Other corporate functions	<b>Job family</b>	Business management
<b>Sub-sectors</b>	Investment banking, private banking and wealth management, asset management	<b>Expected augmentation by Gen AI</b>	<b>Do more:</b> Gen AI can aid in the resolution of compliance issues and client complaints, propose enhancements to the development of work processes and controls for regulatory compliance, and assist in the formulation of business plans. Gen AI tools can also collate relevant information and reports to support business heads in achieving delivery goals		

### Key tasks that can benefit from Gen AI

Critical work functions	Key tasks
Manage operational issues	Ensure resolution of compliance issues and client complaints as an independent party from the business Drive the development of work processes, procedures, and controls to ensure compliance to regulatory requirements
Oversee front office performance	Formulate business plans and KPIs for front office teams in alignment with the organization's objectives
Connect business units to support delivery to clients	Assist business heads with achieving delivery goals by collating relevant information and reports from across the business

### New Gen AI skills

Gen AI strategy	5	Leading Gen AI-enabled transformations	5	Gen AI data governance	5
Gen AI innovation, R&D, and innovation management	5	Ethical frameworks for Gen AI	5	Regulatory, legal, and risk management compliance in AI and Gen AI	5
Prompt design	3	Gen AI principles and applications	3		

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.

Source: SkillsFuture Skills Framework