# Head of operational risk management

**Proficiency level**

- X New Gen AI skills
- X New skills
- X Transferrable skills at the same proficiency level
- X Transferrable skills at a higher proficiency level[1]

| | |
|---|---|
| **Skills Framework track** | Risk, compliance and legal |
| **Job function** | Risk management |
| **Job family** | Market and liquidity risk |
| **Sub-sectors** | Retail banking, corporate banking, investment banking, private banking and wealth management, asset management, insurance |
| **Expected augmentation by Gen AI** | **Do more:** Gen AI can enhance the communication of operational risk threats and exposures by generating detailed reports for stakeholders and regulators. Gen AI tools can also identify potential risks, set directions for risk response strategies, and ensure regulatory compliance through continuous monitoring and reporting |

## Key tasks that can benefit from Gen AI

| Critical work functions | Key tasks |
|---|---|
| Monitor and report risk exposure | Communicate reports on operational risk threats and operational risk exposure levels to internal stakeholders and regulators |
| | Lead the development of operational risk identification procedures and key operational risk indicators |
| | Ensure regulatory compliance of business units' operational risk monitoring and management activities |
| Manage Business Continuity Management (BCM) framework | Develop procedures for technology or cybersecurity risk breach incidents and post-breach activities |
| Maintain Operational Risk Management (ORM) framework | Update ORM policies and frameworks with improved operational risk mitigation activities |
| | Identify and evaluate the organizational impact of operational risks to aid the development of risk management strategies, governance, and other key risk-related decisions |
| Implement risk controls and risk management activities | Provide strategic and technical recommendations to technology professionals to address technology-specific risk exposures and vulnerabilities |

## New Gen AI skills

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|---|---|---|---|---|---|
| Regulatory, legal, and risk management compliance in AI and Gen AI | 5 | Ethical frameworks for Gen AI | 5 | Gen AI data governance | 5 |
| Gen AI principles and applications | 3 | Prompt design | 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

DO MORE