

Level of Impact

Medium Impact

Job Expectations within the next 3 years

Critical Work Functions	Today	Within 3 Years
Manage trade documentation	<ul style="list-style-type: none"> Devise contracts and documentation strategies to facilitate efficiencies in cross country trade transactions Drive the development of guidelines on trade transaction reconciliations Design trade documentation audit procedures to minimise operational risks Guide documentation processes with logistics providers to ensure safekeeping and delivery of products 	<ul style="list-style-type: none"> Lead the development of contracting and documentation strategies that consider the intricacies of cross-country regulations to facilitate efficiencies in trade transactions Guide documentation processes with logistics providers to ensure safekeeping and delivery of the organisation's products [AUGMENTED] Conceptualise and lead the implementation of e-document management systems to track, manage and store documents, reduce the manual workload of audit procedures and minimise operational risks [NEW] Accelerate the use of EDI systems within the organisation to improve the exchange of business documents in a standard format and automate documentation and payment process with key supply chain partners [NEW] Lead the adoption of technologies such as smart contracts, which are self-executing, reducing manual paperwork and increasing the speed of trade transaction processing
Facilitate deployment of products	<ul style="list-style-type: none"> Guide the development of guidelines and remedial actions for the receipt, handling and storage of products Strengthen relationships with logistic providers Design policies on deployment and tracking of products Lead collaboration with internal stakeholders to assess opportunities for improvement in business operations and develop crisis management guidelines Drive WSH activities in compliance with regulatory requirements 	<ul style="list-style-type: none"> Guide the development of guidelines and remedial actions for the receipt, handling and storage of products [NEW] Lead efforts to adopt and operationalise the latest technologies and tools that will improve business efficiency and tracking and deployment of products [AUGMENTED] Work closely with supply chain partners to integrate the supply chain with automated inventory management technologies that can deploy and track products and inventories in real-time [AUGMENTED] Drive the implementation of RPA to automate documentation management, eliminating human errors in record-keeping and documentation, and improving business operations [NEW] Collaborate with the internal supply chain management team to drive the adoption of enterprise-wide systems that integrate all existing warehouse, procurement and logistics systems to reduce delivery time and increase order accuracy Lead collaboration with internal stakeholders to assess opportunities for improvement in business operations and develop crisis management guidelines Collaborate with regulatory and compliance departments to drive WSH activities in compliance with regulatory requirements and incorporate ESG norms such as labour standards, greenhouse gas emissions and energy efficiency

Job Expectations within the next 3 years

Critical Work Functions	Today	Within 3 Years
Conduct dispute resolution	<ul style="list-style-type: none"> Formulate procedures and legal guidelines to resolve trade disputes Lead collaboration efforts with other functional teams to communicate and resolve issues and/or queries Drive collaboration with the regulation and trade control function on changing trade regulations 	<ul style="list-style-type: none"> Guide the development of organisational guidelines and policies that facilitate the resolution of trade disputes Conduct regular reviews on the organisation's operations policies and practices against regulatory requirements and make necessary changes [NEW] Initiate the gradual implementation of digital platforms like ODR to resolve and negotiate straightforward and low-value disputes more efficiently and effectively, enabling cost and time savings [AUGMENTED] Lead collaboration efforts with cross-functional teams across the entire supply chain to deliver integrated communication solutions to buyers and sellers, resolve their issues and/or queries and enhance satisfaction levels Drive collaboration with the regulation and trade control function to raise the organisation's awareness of changing trade regulations locally and internationally
Drive collaboration of human resource, technology, finance and continuous improvement initiatives	<ul style="list-style-type: none"> Oversee department's financial budgeting process and budget utilisation Manage department's talent development and recruitment efforts Drive corporate governance measures Lead the use of technology for process improvement and innovation 	<ul style="list-style-type: none"> Strategise the deployment of solutions like data analytics and BI applications to improve processes, conduct resource planning and enhance the budgeting process Ensure interoperability between existing and new systems and software applications in an organisation, allowing for effective and accurate data exchange and communication, information sharing and easy execution of activities Develop strategies to deliver work effectively through job redesign and reskilling/upskilling strategies Drive progressive and inclusive corporate governance measures. Drive initiatives that uphold the organisation's ESG guidelines

Job Adjacency

WITHIN WHOLESALE TRADE			OUTSIDE WHOLESALE TRADE		
Head of Distribution	Head of Logistics	Head of Product	Head of Operations Innovation	Head of Production	Strategy Director

SKILL DIFFERENTIATORS

Roles Specific

SKILL	DESCRIPTIONS
Automated Inventory Management	Influence business partners to connect systems that can automate processes like replenishment, order management and delivery to achieve synergies and cost efficiencies.
Carbon Footprint Management	Develop goals for the reduction of organisational carbon footprint. Define a framework for monitoring carbon footprint reduction implementation plans.
Data Management / Security	Lead collaboration with technology teams to develop data governance frameworks to secure and protect data from unauthorised access while ensuring compliance with regulatory requirements.
E-Document Management	Drive the adoption of e-document systems to optimise information flow, improve efficiency and reduce physical paperwork.
Electronic Data Interchanges (EDI)	Drive the use of common EDI standards and influence business partners to adopt these standards to improve efficiency and consistency in document handling and records management.
E-Marketplace Enablement	Establish a strategy for the development of an e-marketplace to drive customer engagement, trading, payments and aftersales service to take place electronically for buyers and sellers, allowing third-party sellers to market and sell their products on the platform invoice the customer for purchases directly. Define the metrics to track the performance of the e-marketplace.

IN THE NEXT
3-5 YEARS...

This role will continue to drive digital strategies and technologies such as BI applications, digital documents, smart contracts, RPA, e-document management, and EDI to support trade processes and accelerate automation. In the future, as the industry gradually matures, this role will also be expected to drive greater collaboration and the adoption of common standards amongst industry players and introduce DLT to streamline operations. However, human intervention will remain critical in the foreseeable future to negotiate and manage trade disputes and provide resolutions. With more organisations adopting digital sales channels and disintermediation gaining ground, this role will have to rethink the organisation's operations and fulfilment strategy.

[BACK TO LIST OF JOBS](#)