

## 14 Financial Services Job Clusters

### 1 Sales and Distribution Channels

Manage and grow organisation's sales and distribution channels, ensuring efficient product distribution, expand market reach and enhance customer satisfaction

#### Job Roles:

1. Direct Sales
2. Banca
3. Banca Management
4. Product Sales
5. Agency
6. Agency Management
7. Broking
8. Broking Management
9. Digital and Affinity
10. Business Development
11. Business Management

### 2 Customer Relations and Advisory Services

Manage customer relationships, providing guidance and support to enhance their experience with the organisation's product and services

#### Job Roles:

1. Branch Services
2. Customer Service
3. Digital Service
4. Relationship Management
5. Financial Advisory
6. Investment Advisory and Execution
7. Business Coaching and Training
8. Complaints Management
9. Customer Experience
10. Community Partnership
11. Quality Assurance

### 3 Actuarial Management

Develop and utilise complex statistical models to assess, predict and manage financial risks associated with insurance policies and practices

#### Job Roles:

1. Pricing
2. Reinsurance
3. Reserving

### 4 Product Innovation and Management

Develop and manage innovative products and services based on customer demands and product lifecycle to drive revenue growth

#### Job Roles:

1. Segment Strategy and Acquisition
2. Industry Advisory and Solutions
3. Product Management
4. Product Development

### 5 Integrated Operations Management

Coordinate and optimise various operational functions to ensure seamless and efficient workflows across the organisation

#### Job Roles:

1. Know Your Customer (KYC)/Customer Due Diligence (CDD)
2. Client/Account Management
3. Business Process Support
4. Branch Operations
5. Customer Service Support
6. Collection Operations
7. Underwriter
8. Risk Surveyor/Engineering
9. Policy Management
10. Claims Management
11. Claims Adjuster/Claim Investigation
12. Third Party Management
13. Credit and Lending
14. Card Operations
15. Transaction Operations
16. Collection and Recovery Operations
17. Investment Operations and Securities Services
18. Trade Finance Operations
19. Treasury Operations
20. Risk and Control Management
21. Project Management and Change Experience
22. Operations and Process Excellence

Click on each job cluster to view details.

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### Digital, Data and IT Operations

Develop and implement digital strategies, leveraging technology, data analytics and system infrastructure for business growth and operations in digital landscape

#### Job Roles:

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|---|---|
| 1. Enterprise Architecture                              | 20. Software and Application Management                 |
| 2. Infrastructure Architecture                          | 21. Infrastructure, Software and Application Management |
| 3. Software Architecture                                | 22. Data Governance                                     |
| 4. Data Architecture                                    | 23. Data protection                                     |
| 5. Cloud Architecture                                   | 24. Data Quality  |
| 6. Security Architecture                                | 25. Data Centre Operations                              |
| 7. Business Architecture                                | 26. Database Administration                             |
| 8. Solution Architecture                                | 27. Business Intelligence                               |
| 9. Integration Architecture                             | 28. Data Science  |
| 10. Platform Engineering                                | 29. Cybersecurity Threat Intelligence                   |
| 11. Data Engineering                                    | 30. Security Monitoring and Incident Response           |
| 12. Cloud Engineering                                   | 31. Vulnerability Management                            |
| 13. Infrastructure and Network Engineering              | 32. Access Management                                   |
| 14. Software Engineering                                | 33. Transformation and IT Project Management            |
| 15. Artificial Intelligence/Machine Learning            | 34. Business Analysis                                   |
| 16. Artificial Intelligence/Machine Learning Operations | 35. Service and Change Management                       |
| 17. Robotics Process Automation (RPA)                   | 36. IT Services and Solutions                           |
| 18. Digital Experience Design (UI/UX)                   | 37. Strategic IT Operations                             |
| 19. Infrastructure and Network Management               |   |

### 7 Finance Management and Operations

Analyse and manage various financial aspects, including financial reporting, analysis, budgeting, forecasting and tax compliance for accurate and sustainable financial health

#### Job Roles:

1. Financial Planning and Analysis
2. Management Reporting
3. Financial and Statutory Reporting
4. Finance Business Partner
5. Treasury Management
6. Finance Transformation
7. Finance Systems
8. Finance Policy Management
9. Tax Management
10. Finance Operations
11. Shared Services and 3<sup>rd</sup> Party Ecosystems

### 8 Supply Chain and Procurement Management

Negotiate contracts, manage vendor relationships, analyse supply markets and optimise purchasing processes in the best interest of the organisation

#### Job Roles:

1. Category, Sourcing, Tender and Contract Management
2. Tactical Buying (Spot Buy)
3. Vendor Management
4. Procurement Digitalisation/Transformation
5. Procurement Governance and Continuous Improvement
6. Sustainable Procurement

### 9 People Advisory and Solutions

Recruit, develop and foster a skilled and engaged workforce and maintain positive employee relations for attraction and retention of top talents

#### Job Roles:

1. People Strategy
2. Organisational Design and Workforce Management
3. HR Business Advisory
4. Sustainability and Employee Wellbeing
5. Culture and People Engagement
6. Learning and Development
7. Leadership Development and Succession Planning
8. Career Advisory
9. Workforce Mobility
10. Digital Transformation and Adoption
11. Workforce Analytics
12. HR Operations (Shared Services)
13. Employee Relations, Industrial Relations and Governance
14. Compensation and Benefits
15. Talent Sourcing and Recruitment
16. Performance Management

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### 10 Branding, Marketing and Communications

Build a cohesive brand identity, develop targeted marketing initiatives and manage effective communication to enhance the organisation's reputation and market position

#### Job Roles:

1. Corporate Communications
2. Branding
3. External Communications, PR and Media Relations
4. Internal Communications and Engagement
5. Marketing Strategy
6. Digital Marketing
7. Product Marketing
8. Market Research and Customer Insights
9. Marketing Technology
10. Corporate Events Management
11. Multimedia Design

### 11 Sustainability Management

Develop and implement sustainable solutions to address environmental, social and economic challenges

#### Job Roles:

1. Sustainability Strategy
2. Sustainability Engagement and Reporting

### 12 Islamic Finance and Shariah Advisory

Provide advisory services on financial transactions and products that are in line with Islamic ethical guidelines and standards

#### Job Roles:

1. Shariah Advisory and Research
2. Shariah Committee Secretariat
3. Shariah Talent Development

### 13 Legal and Corporate Secretarial Services

Provide legal and corporate secretarial advisory and services to assist the organisation in maintaining adherence to laws and regulations and ensuring effective corporate governance

#### Job Roles:

1. Legal Advisory
2. Corporate Secretariat
3. Administrative Support

### 14 Governance, Risk and Compliance

Establish effective governance structures, manage risks and ensure adherence to regulatory requirements including audit

#### Job Roles:

1. Enterprise Management
2. Risk Modelling and Validation
3. Credit Risk
4. Market and Liquidity Risk
5. Operational Risk
6. Shariah Risk
7. Sustainability Risk
8. Technology and Information Security Risk
9. Business Continuity
10. Compliance Oversight and Advisory
11. Compliance Monitoring and Surveillance
12. Regulatory Compliance
13. Market Conduct Surveillance
14. Shariah Review
15. Anti-Money Laundering/Counter Financing of Terrorism/Counter Proliferation Financing
16. Anti-Bribery and Corruption
17. Fraud Management
18. Audit Strategy and Governance
19. Business and Operations Audit
20. Technology and Information Security Audit
21. Shariah Audit

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