

Specification of Competency Standards for the Retail Banking

Unit of Competency

Strategic Business Development and General Management > 9.6 Financial Technology Management

Title	Lead business related operational analysis for financial technology and digital banking initiatives
Code	107589L6
Range	Sponsor and develop holistic approaches and methodologies on operational analysis for retail banking functions
Level	6
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> Strong understanding of banking business and financial technology development in the industry <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> Analyse the latest development of technology utilization in financial services industry Specify the pros and cons of using different digital platforms or devices for the bank and possess the skills of carrying out suitability tests for new operational initiatives Conduct operational analysis and report on integrating financial technology into potential and existing products and services <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> Evaluate, analyse, and report on existing and potential new digital banking functions, cash management products, e-payments, and digital channels, etc. Utilize data and analytics to identify opportunities to introduce efficiencies and new prospects to the services Develop KPIs (key performance indicators) together with digital product managers to better manage performance and create business opportunities for new initiatives and enhancement Develop standard reporting related to customer activity, model and analyse pricing changes and potential impacts to the existing client base Exhibit professionalism in conducting analysis <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> Take steps to ensure the analysis is carried out in compliance with banking industry practices and relevant standards; validate the results to confirm data obtained are accurate and precise Ensure all reports and documents are created in the format conformed to the organisation standards and policies
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> Develop concise analytics reporting on current and prospective products and services with an insight to specify the impacts on customer base, behaviour and segmentation, pricing models and cost effectiveness
Remark	