

Specification of Competency Standards for the Retail Banking

Unit of Competency

Strategic Business Development and General Management > 9.6 Financial Technology Management

Title	Promulgate financial technology mission of the bank and develop talents in digital banking
Code	107596L5
Range	Actively engage staff from different business areas of the bank in the technology transformation journey; provide training, promote new digital initiatives and identify talents to take up new digital assignments
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Keep update of market trend on digital development Be able to: <ul style="list-style-type: none"> • Analyse the latest development of technology utilization in financial services industry • Demonstrate ability to define, prioritise and deliver forefront digital strategies and Think strategically and stay on top of tactical execution 2. Provide education and training opportunities to staff Be able to: <ul style="list-style-type: none"> • Work with the digital drivers of the bank and external business partners, frontline staff and back office personnel to promote digital products and services offers • Organise training on digital banking and related subject areas for staff to provide updated information on market intelligence and enhance their knowledge in financial technology • Perform role of counselor and coach to provide input and guidance on financial technology knowledge into the staff development process; identify talents to take up new digital assignments 3. Instill a digital culture Be able to: <ul style="list-style-type: none"> • Skillful to shape business strategies for digital products and services with a mission to instill a digital culture within the bank • Communicate and promote financial technology mission across the bank through designing and implementing training to staff of the supporting functions and engage them to enhance the operational procedures
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Through active engagement of staff to define digital strategies and promotion of digital products and services to instill a culture of technological transformation • Provide training, coaching and counseling to staff in order to develop their competency in financial technology
Remark	