



ABOUT BFSI INDUSTRY

The BFSI (Banking, Financial Services & Insurance) industry is an important in the global economy, providing crucial services and products to individuals, businesses, and governments.

From traditional banking services like checking and savings accounts to complex financial instruments and insurance policies, the BFSI industry is constantly evolving to meet the changing needs of customers and the global economy.

There are wide range of companies that provide a wide range of financial services and products to consumers, businesses, and governments, that includes traditional banking institutions like commercial banks, savings and loan associations, credit unions, investment banks, insurance companies, and other financial service providers.

It is known that the BFSI industry is a complex and highly regulated sector, with strict rules and regulations governing its operations to ensure the stability and security of the financial system.

TYPES OF SERVICES PROVIDED BY THE BFSI INDUSTRY

The BFSI industry provides a wide range of services, including:

- Commercial Banking
- Investment Banking
- Insurance
- Asset Management
- Financial Markets

THE RECENT TRENDS AND DEVELOPMENTS IN THE BFSI INDUSTRY

The BFSI industry is constantly evolving to meet the changing needs of customers and global economy. In digital transformation, the increasing use of technology and digital channels to deliver financial services, such as online and mobile banking, digital wallets, chat bots and allied neo-banking services. Due to the increase focus on customer experience, the BFSI companies are investing in technology and other initiatives to improve the customer experience, such as personalised banking. Also, there is a growing demand for alternative financial products, such as peer-to-peer lending, crowdfunding, and digital currencies. The BFSI industry is facing increased regulatory scrutiny, particularly in the wake of the global financial crisis, focusing on ensuring stability and protecting consumers.

CHALLENGES IN THE BFSI INDUSTRY

Despite its importance and growth, the BFSI industry faces several challenges. Such as:

- Competition
- Cyber-security threats
- Economic uncertainty
- Regulatory compliance

IN-DEMAND ROLES IN BFSI FOR EARLY CAREER PROFESSIONALS

The organisations are looking to hire talented individuals who are keen to work through the continuum of cyclical changes. The candidates should be flexible to unlearn and learn new ways of working and operate with a degree of comfort in a disruptive environment.

Beyond core functional roles, various roles related to cloud software development, like, Artificial Intelligence (AI), Machine Learning (ML), Cyber Security, Data Science, and Business Analysis & Operations, Data Engineering, Full-Stack Development, to name a few, are in demand in the BFSI Sector. On the operations side, voice and non-voice support roles from a core business support standpoint are registering significant hiring demand.

Apprenticeships offer the ideal opportunity excel in roles like sales and relationship executives, credit officers, financial analysts, data analysts in junior to mid-levels, microfinance executive, insurance agent, credit processing officer, mutual fund distributor, debt recovery agent, and banking assistant, while simultaneously offer education to the candidate that could range from certificate to diploma.

COURSES THAT INDIVIDUALS CAN TAKE UP TO EXCEL AT IN-DEMAND ROLES

The aspiring candidates must choose certificate course in banking management, commercial banking, rural banking, bank analysis, and diploma in banking and finance, amongst others, to meet the skill requirement of the employers. The course preference may vary for tech roles in the BFSI sector based on the role one intends to pursue, some popular courses are AWS, Azure, DevOps, Jenkins, Python, RPA, VBA and Vertica.

MUST HAVE SKILLS TO FLOURISH IN THE BFSI SECTOR

Beyond the core domain understanding of banking, insurance, payments, lending and wealth management, technical skills have relatively shorter shelf lives, unlike soft behavioural skills that are often fundamental to building long-term careers.

The most important skill is to build a mindset of “forever learner”, implying self-discipline, initiative and resourcefulness. It is imperative to be adaptable, learn how to navigate ambiguity, be a team player embracing diversity, and develop creative thinking and problem-solving skills. The effective communication can help early career professionals to showcase confidence both at the work and in the workplace.

In tech-facing roles, the preferred traits of new graduates are strong communication and interpersonal skills, good fundamentals in programming and analytical abilities. Also, skills in analytics, learning agility, progressive knowledge, and competency in AI/ML and blockchain adds to the list.

A report by National Skill Development Corporation (NSDC) reveals that the sector will need an infusion of manpower in several departments, including corporate banking, retail banking, treasury, finance, technology and HR to meet future challenges.

CORE SKILLS FOR WORKING IN BFSI SECTOR

What are the core skills required in the BFSI sector?

In the BFSI sector, the core skills include financial acumen, analytical skills, risk management, communication, technology proficiency, customer service, and regulatory knowledge. These skills are vital for success in this dynamic industry.

How can I develop strong analytical skills for a career in BFSI?

To enhance your analytical skills, consider taking courses in data analysis and financial modelling. Additionally, practical experience and exposure to complex financial data will help sharpen your analytical abilities.

What is the importance of communication skills in the BFSI industry?

Effective communication is crucial in BFSI as it involves explaining complex financial concepts to clients, collaborating with colleagues, and maintaining customer relationships. Strong communication skills are vital for success in this sector.

How can I enhance my risk management skills for success in BFSI?

You can improve your risk management skills by studying risk assessment methodologies, staying updated on industry regulations, and seeking mentorship from experienced professionals. Practical experience in risk assessment is also invaluable.

What role do technology and digital literacy play in the BFSI sector's core skills?

Technology and digital literacy are increasingly important in BFSI. Proficiency in financial software, data analysis tools, and knowledge of cybersecurity are essential skills to adapt to the industry's evolving technological landscape. Staying updated on fintech trends is also crucial for success.

CHANGE IN DEMAND

In the coming decades, the BFSI sector will undergo substantial transformation. The companies that build FinTech products will require man-power with different skill sets to that of the needs of the consumers. Disruptive changes brought in by technology advancements are drastically changing the current job landscape with the impact ranging from job creation to job displacement and increased productivity to widening the skill gaps.

The future workforce will need to work on a series of non-routine tasks that would require social intelligence, complex critical thinking, and creative problem solving to remain relevant in the BFSI sector.

BFSI SKILLS PROVIDING DIRECT EMPLOYMENT

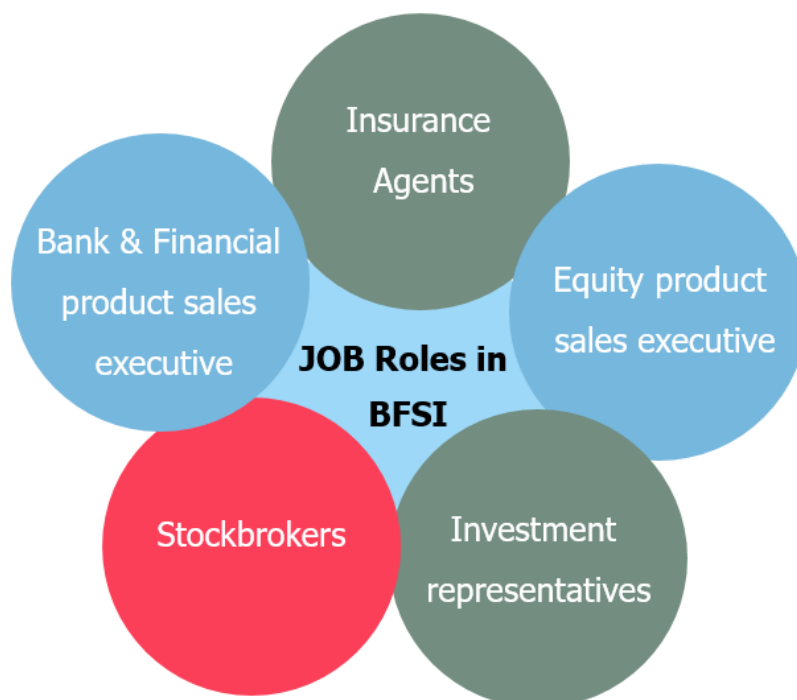


Figure: BFSI Roles in Demand



INDUSTRY TRENDS



Digital Lending

Rising ticket sizes and higher demand from Tier-II, III and IV markets, along with better risk management and service-delivery models is being seen increasingly over the last few years



Cashless Economy

High growth expected toward digital payments (led by UPI) as India moves further towards a 'Cashless' economy.



Delivery of Wealth Management Services increasingly moving towards WealthTech platforms

India currently has 440+ WealthTech start-ups providing personal finance management, digital brokerage, financial research, robo advisors etc.



Insurance Technology

Higher investments into the segment along with leveraging AI and ML to create customized product segments is being seen increasingly over the last few years



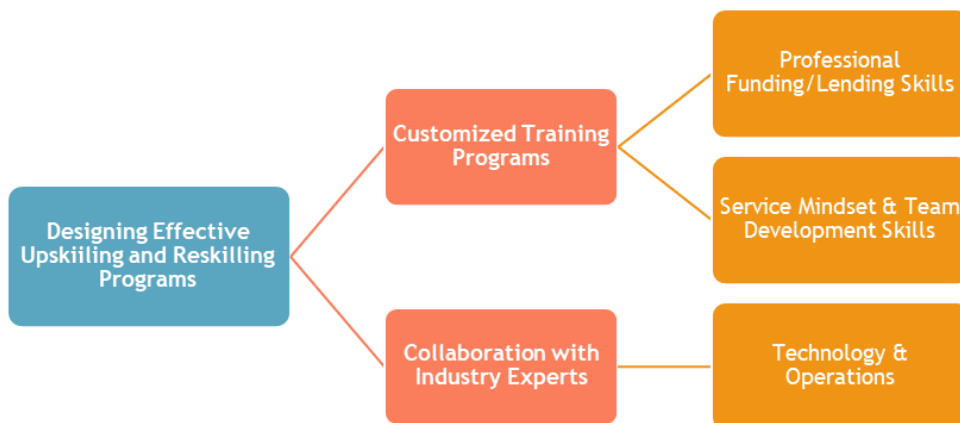
Blockchain

Widespread adoption of blockchain technologies for a wide-range of purposes, including in the BFSI and Healthcare segments. Additionally, marquee Indian developer and service providers in the segment have emerged over the last few years – that have enabled a large base of use-cases for these technologies.

FINTECH SPACE:



STRATEGIES TO UPGRADE BFSI TALENT POOL THROUGH UPSKILLING AND RESKILLING



DRIVING SUCCESS WITH THE POSITIVE IMPACT OF UPSKILLING AND RESKILLING IN BFSI

Employer Brand Development: L&D results improve a business's brand, allowing it to attract and keep top talent, increase employee involvement, and, in the end, boost efficiency and performance.

Employee Retention: Continuous upskilling and professional development significantly impact employee retention. A good learning culture helps keep employees engaged. Investing in L&D is important for this.

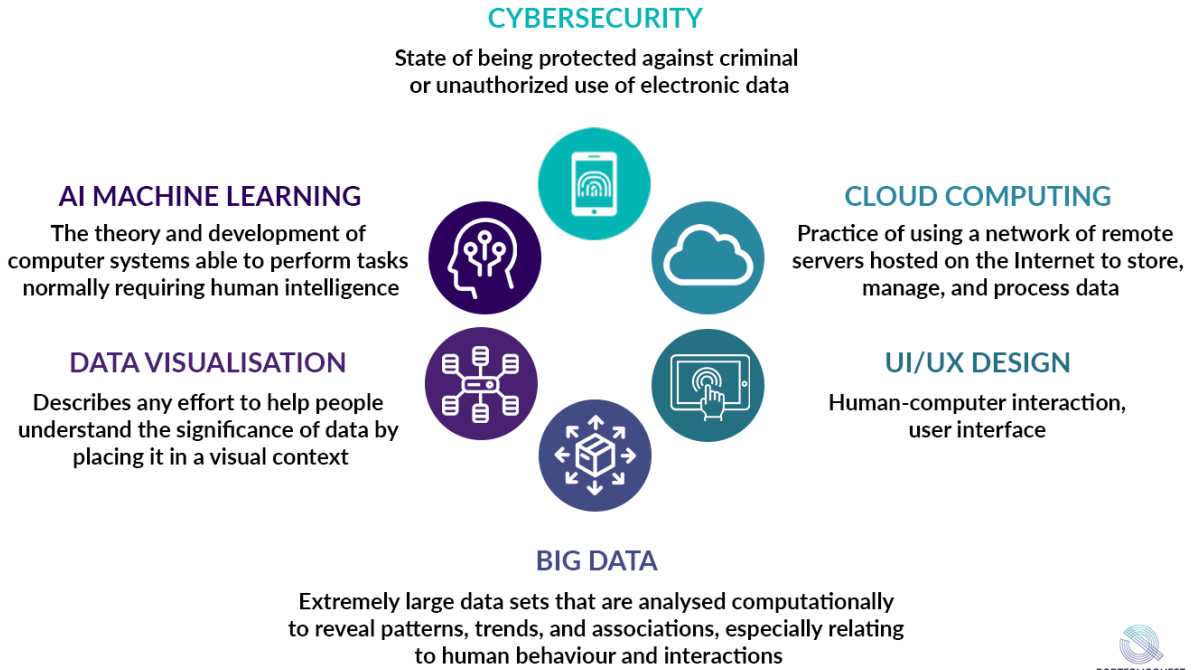
In-demand skills: Software development, IT banking, insurance expertise, and financial analysis are needed by employers. L&D can significantly contribute to developing these skills.



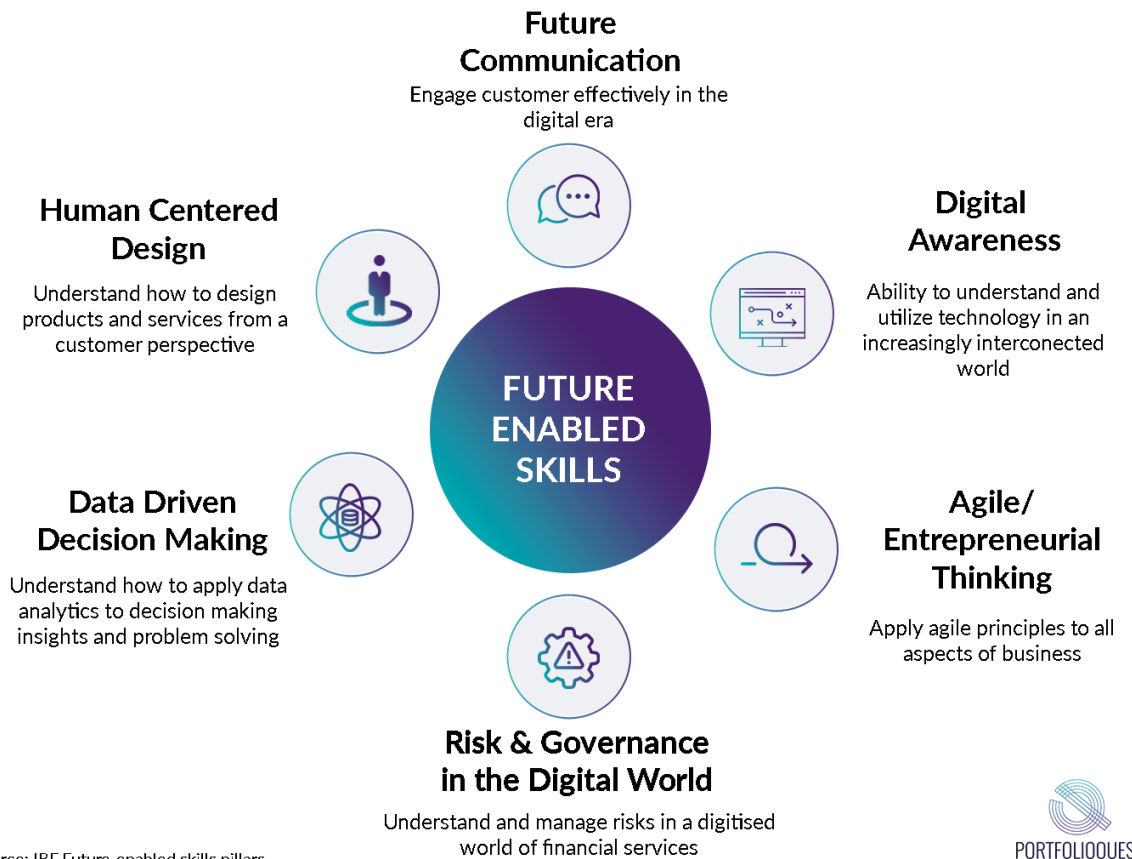
EMERGING AND RESKILLING JOBS IN THE VARIOUS BFSI SUB-SECTORS

SUB-SECTOR	EMERGING JOBS	JOBS REQUIRE RESKILLING
BANKING	<ul style="list-style-type: none"> ❖ Partnership Gateway Enabler ❖ Digital Process Engineer ❖ Cyber-Security Specialist ❖ Algorithm Mechanic ❖ Mixed Reality Experience Designer 	<ul style="list-style-type: none"> ❖ Traditional Banking Job Roles
INSURANCE	<ul style="list-style-type: none"> ❖ Digital Process Engineer ❖ Universal Service Advisor ❖ Conversational Interface Designer ❖ Insurtech Specialist ❖ Cyber-Security Analyst 	<ul style="list-style-type: none"> ❖ Traditional Job Roles (Ex: Sales Consultant)
FINANCIAL SERVICES	<ul style="list-style-type: none"> ❖ Implementation Analyst ❖ Universal Service Advisor ❖ Conversational Interface Designer ❖ Financial Forensics Manager ❖ Trading and Execution Specialist 	<ul style="list-style-type: none"> ❖ Traditional Job Roles (Ex: Sales Consultant)

KEY ASPECTS OF DIGITAL BANKING



FUTURE-ENABLED SKILLS IN DIGITAL BANKING



FORCES FOR CHANGE IN JOB ROLES IN BY 2030

