

Supplementary Job Redesign Deliverables

Instruction Guide for Companies

Job Redesign (JR) is a review of what work needs to be done and how it can be done better. The Retail Job Redesign Framework guides retailers through the process of identifying business needs, redesigning jobs and managing change.

As part of the Enterprise Development Grant (EDG) project, companies will be required to consider how employees' jobs may need to be redesigned to support the new business model or operating process. To demonstrate this, companies may:

Option A) Complete a job redesign implementation plan in-house

1) Companies may develop a job redesign plan in-house if they wish to do so. Please submit the completed Implementation Plan (on Page 2 and 3) as part of your Claims documentation.

For more information on how job redesign can be conducted for your company, companies may consider referring to the Retail Job Redesign Framework here:

<https://www.enterprisejobskills.gov.sg/content/redesign-jobs/job-redesign/retail/job-redesign-for-the-retail-sector.html>

Option B) Complete a job redesign plan as part of a separate consultancy project.

1) The government provides subsidies to enterprises keen to undergo comprehensive job redesign consultancy under two initiatives:

- [Service Industry Transformation Programme](#)
- [Job Redesign under Productivity Solutions Grant \(PSG-JR\)](#)

2) Companies are to submit documents such as the job redesign plan or proposals as part of your Claims documentation.

For more information on job redesign and the available programmes that the government subsidises to support your manpower needs, visit <https://www.enterprisejobskills.gov.sg>.

Option A) Template for completion of a job redesign implementation plan in-house

(A) Impact on Employees' Job Roles

Solution implemented	Example: Implement integrated POS system for real-time overview of inventory level, and reduce time spent on stock check. Sales staff can spend more time on customer engagement instead.		
Impacted Job Role	Job Role Profile before project	Job Role Profile after project	Areas of training required for staff to perform new role and skills acquired
Example: Sales Associate	<ul style="list-style-type: none"> • Assess customers' needs and provide assistance and information on product features • Process and coordinate sales transactions and delivery schedules • Achieve personal and department's sales target on a monthly, quarterly and yearly basis 	<ul style="list-style-type: none"> • NEW: Provide insightful product consultation through virtual demonstrations and product advisory across multiple product categories • Assess customers' needs and provide assistance and information on product features • Process and coordinate sales transactions and delivery schedules • Achieve personal and department's sales target on a monthly, quarterly and yearly basis 	<ul style="list-style-type: none"> • Attend internal workshops on delivering product knowledge virtually • Attend external training on utilising digital tools for virtual customer service • Skills gained: Online customer service skills

