



# AI and the Future of Work

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## Narrow AI

Narrow AI refers to an AI system that displays intelligence in carrying out a specialised task in a particular field really well, e.g. a recommended playlist on Spotify.

## General AI

General AI refers to a system which can carry out any generalised task similar to a human. General AI would therefore possess the cognitive abilities to process data and make informed decisions at a greater speed than humans.

A Terminator robot from the movie 'Terminator: Genisys' stands in a desolate, post-apocalyptic landscape. The robot has a metallic, skull-like head with glowing red eyes and a mechanical body. The background shows a cloudy sky and a concrete wall.

**Doomsday AI will cause a nuclear war by 2040 that could DESTROY humanity, and there may be no way to prevent it**

An abstract graphic featuring a network of interconnected nodes and lines, resembling a molecular structure or a complex web. The nodes are represented by small circles in various shades of gray, and the lines are thin, light gray. The network is spread across the entire background, with a higher density of nodes and lines in the upper and lower portions, framing the central text.

80% of IT jobs will be replaced by AI.

According to Oxford University, the following are the jobs most likely to be automated:

- Insurance underwriters
- Telemarketers
- Policy processing clerks
- Telephone operators
- Office Clerks
- Receptionists

Three hand-drawn lightbulbs are positioned at the top of the image against a white brick wall background. Each lightbulb is drawn with a simple black outline and a few radiating lines to suggest light. The central lightbulb is slightly larger and more prominent than the two flanking it.

# AI : IA

Designing AI to augment  
people in the workplace.

An abstract graphic featuring a network of interconnected nodes and lines, resembling a molecular structure or a complex web. The nodes are represented by small circles in various shades of gray, and the lines are thin, light gray. The network is spread across the entire background, with a higher density of nodes and lines in the upper and lower portions, framing the central text.

80% of IT jobs need to be *adapted* due  
to AI.

**Technical  
Innovation** + **Human-centred  
Design** = **Transformation &  
Growth**



We are seeing companies hiring “AI specialists” to run their systems in-house:

- No clear understanding of the skills required
- Expensive resource
- Disengaged workforce
- Impacts the bottom line



We can't remove the human-element from all of these services.

Companies should be looking at how we can combine human expertise from their existing workforce with AI technologies to provide optimal end-to-end solutions.



Myth:  
You need to be technical to  
work in AI

# Skills required across the AI Journey



## Define

- User Researchers
- UX designers
- Service Designer

## Design

- Product Owner
- UX Designer
- Service Designer
- Business Analyst
- Technical Architect
- *Data Engineer / Data Scientist*
- *Conversational Designer*

## Deliver

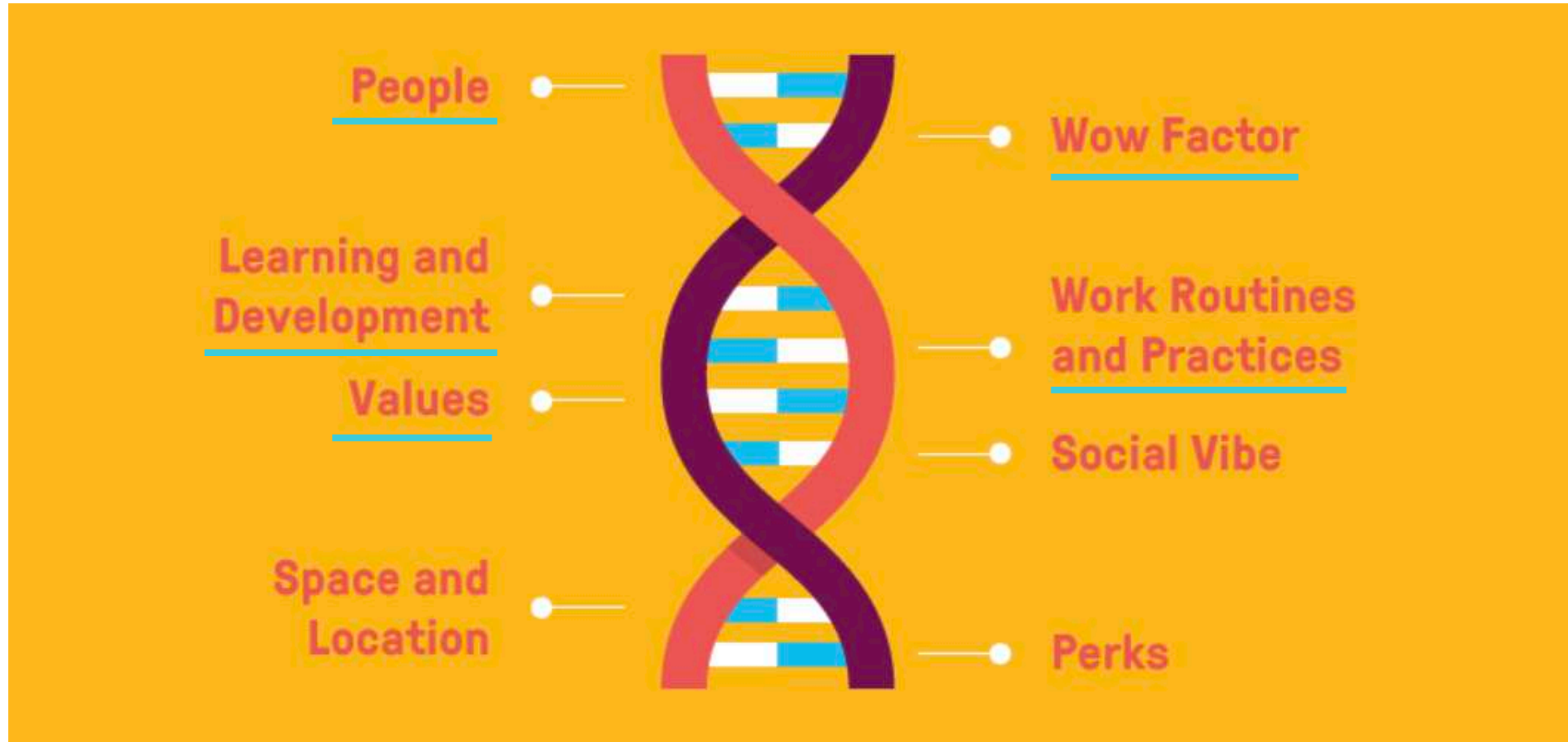
- Product Owner
- Product Manager
- Business Analyst
- UX designer
- Technical Architect
- Front-end Developer
- Back-end Developer

## Scale

- Integration developer
- Tester
- *Data Engineer*
- *Data Scientist*
- *Machine Learning Engineer*
- *Conversational Designer*
- *Learning & development*

**Users with business knowledge**

# Employee Value Proposition



It requires an educational  
revolution





The cost and time required to complete training is what prevents more people from upskilling throughout their career.

There are **free** courses available.

[University of Helsinki](#) : Introduction to AI

Coursera:

[Introduction to AI](#)

[Technical Deep Dives into AI systems](#)

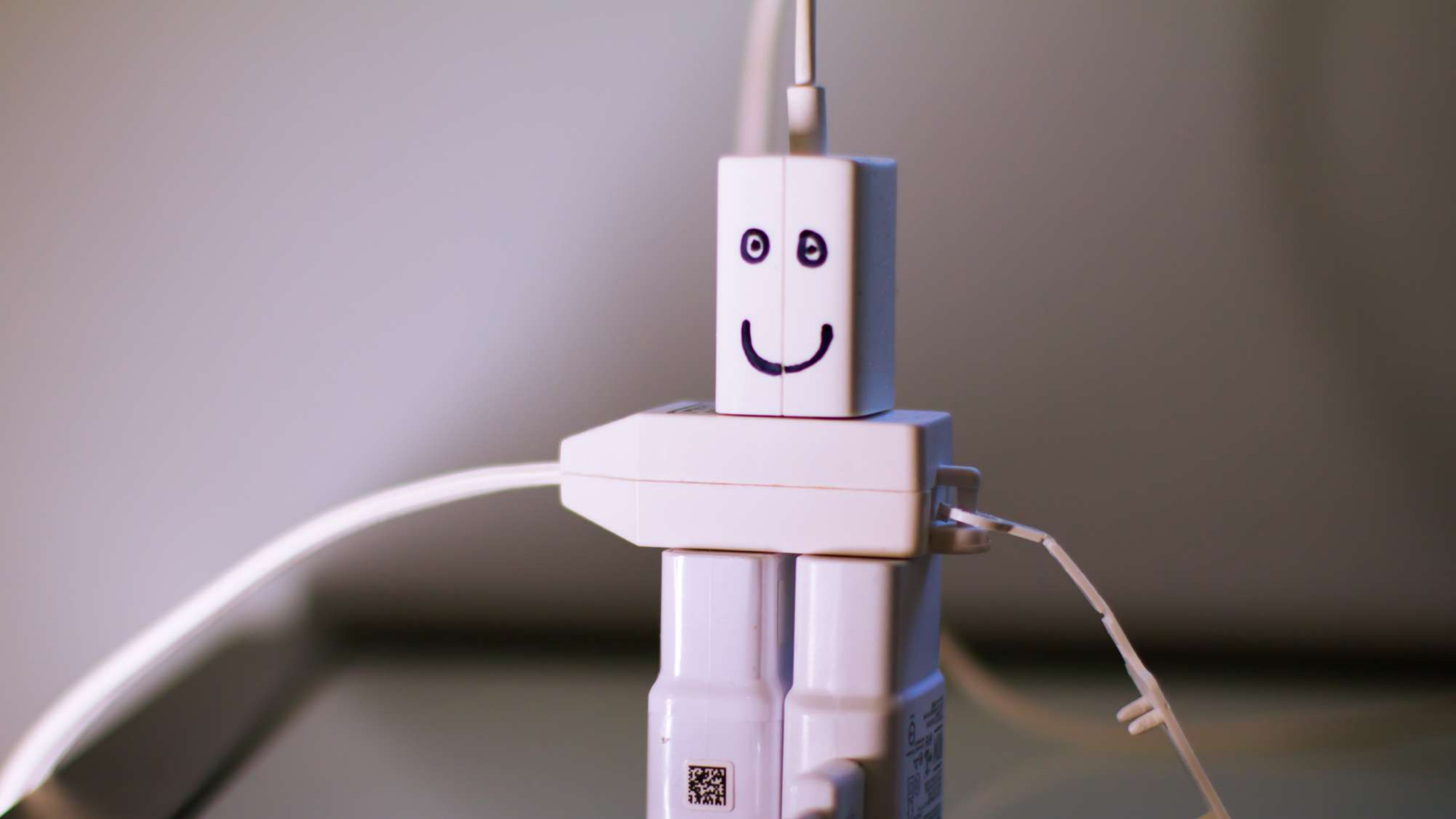
[Design Thinking](#)

[Data Science Ethics](#)



How will this impact your operating model?

- People & Skills
- Culture
- Processes
- Tools & Technologies
- Governance



Any Questions?

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