

7.2.1 Job Dashboards

Building Executive/ Facilities Executive/ Property Executive

Megatrends impacting the Job Role in Short to Medium-Term

COVID-19	Multi-Skilling	Value Chain Aggregation & Integration	Workforce Challenges
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Technology Trends impacting the Job Role in Short to Medium-Term

BIM Technology	Blockchain	Data Analytics & AI	Digital Twin
Remote Monitoring	RPA	Robots & Automation	VR/AR
5G, IoT & Smart Buildings	Modular Construction		

Impact Assessment

M

MEDIUM

degree of change in tasks

Today

This job role manages personnel involved in different facilities operations, deploys relevant personnel for timely response to tenants' requests and feedback, monitors the service delivery of third-party service deliverers, tracks fault calls, and develops safety reports.

In the Future

This job role may **leverage technology in enhancing personnel management across different operations** in the facility, **utilising digital tools and platforms to manage deployment across multiple facilities** due to integration/aggregation of FM services. Job holders may see **growing emphasis on ensuring compliance to safety practices** for employees and third-party service deliverers, and ensure that they keep abreast of trends and technologies so as to **recommend and implement continuous improvement and environmental sustainability improvement initiatives**.

Job Tasks Today	Impact at Task-level / Future view of Job Tasks	Time Horizon
Manage facility operations activities	<div>M</div> <ul style="list-style-type: none">Job holders may need familiarity with digital tools and platforms (e.g., BIM Technology, Building Management Systems) to manage facility operations and retrofitting activities, and movements of building assets. Job holders may need to evaluate feasibility of technology adoption and apply subject matter expertise in recommending actions to be taken arising from progress reports.Job holders may also leverage digital tools and platforms to track fault cases and progress, and deploy personnel proactively to provide timely actions in response to user requests and feedback.Job holders may also require stronger communication and collaboration skills to manage quality of services by third party service providers as the sector moves towards greater integration and aggregation.	Short-term
	<div>H</div> <ul style="list-style-type: none">Digital tools (e.g., RPA) can automate procurement processes for consumable and non-consumable items, and perform documentation checks on procedures and schedules of maintenance works.	Short-term

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Job Tasks Today	Impact at Task-level / Future view of Job Tasks		Time Horizon
Assist in budgets and contracts	M	▸ Job holders may need to understand smart contracting technologies (e.g., Blockchain) in drafting of maintenance contracts and SLAs.	Medium-term
	M	▸ Digital tools (e.g., Data Analytics & AI, IoT) may be leveraged to enhance the identification of servicing needs and schedules in an efficient manner.	Short-term
Support investigations and develop reports on safety and sustainability	M	▸ In view of the trend towards sustainability, job holders may see increasing emphasis on proposing data-driven recommendations to improve environmental sustainability, augmented by an awareness of latest trends and technology.	Short-term
Manage people and organisation	M	▸ Job holders will be expected to continue managing a team of technicians and perform on-the-job coaching in response to impact on tasks as a result of trends and technologies .	Short-term
Engage in continuous improvement	M	▸ Job holders will need to be equipped with operational capability for application of smart facilities management trends or technologies , to continue providing inputs for improvement within the facility.	Short-term

The following TSCs/CCSs have been identified as in-demand/emerging for the job role going forward:

In-demand Technical Skills and Competencies		
Contract Administration and Management	Data Collection and Analysis	Green Facilities Management
People Management	Smart Facilities Management	Stakeholder Management
Technology Application		
Emerging Technical Skills and Competencies		
Critical Thinking	Environmental Sustainability Management	
Emerging Critical Core Skills		
Transdisciplinary Thinking		