

7.2.1 Job Dashboards

Building Officer/Facilities Officer/Property Officer

Megatrends impacting the Job Role in Short to Medium-Term				Impact Assessment
COVID-19	Multi-Skilling	Value Chain Aggregation & Integration	Workforce Challenges	<div><div><div>M</div></div><div>MEDIUM</div><div>degree of change in tasks</div></div>
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			



Today

This job role coordinates the facility operations and maintenance activities, conducts risks assessments to ensure compliance with Workplace Health and Safety (WSH) practices, and liaises with third-party service deliverers to ensure repair or maintenance works provided are timely, safe and of quality.



In the Future

This job role may **leverage technology to perform coordination of operations, maintenance activities and asset movements**, applying an understanding of technology (e.g., sensor readings, interpretation of data dashboards) to **optimise coordination and movements operations**, and ensure compliance to quality and safety standards and regulations. Job holders may see **growing emphasis on attending to users' requests and feedback in a timely manner** across multiple facilities due to integration/aggregation of FM services, and **must effectively communicate and liaise** with relevant stakeholders for timely delivery of repair and maintenance works.

Job Tasks Today	Impact at Task-level / Future view of Job Tasks		Time Horizon
Coordinate and supervise facility operations activities	M	<ul style="list-style-type: none">Job holders may need familiarity with digital tools and platforms (e.g., BIM Technology, Building Management Systems) to coordinate facility operations and retrofitting activities, and movements of building assets.Job holders may also leverage digital tools and platforms to communicate with relevant personnel and provide necessary data and information, to achieve timely actions in response to user requests and feedback.	Short-term
Conduct safety and sustainability assessments	M	<ul style="list-style-type: none">In view of the trend towards sustainability, job holders may see increasing emphasis on identifying sustainability improvement opportunities, and will need data analysis capabilities to draw insights from performance data.	Short-term
Engage in continuous improvement	M	<ul style="list-style-type: none">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

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

In-demand Technical Skills and Competencies		
Green Facilities Management	Robotic and Automation Technology Application	Smart Facilities Management
Stakeholder Management	Technology Application	
Emerging Technical Skills and Competencies		
Critical Thinking	Data Collection and Analysis	Environmental Sustainability Management
Emerging Critical Core Skills		
Digital Fluency		