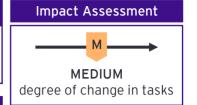
7.2.1 Job Dashboards

Facilities Manager/Facilities Engineer

Megatrends impacting the Job Role in Short to Medium-Term					
COVID-19	Multi-Skilling		Workforce Challenges		



Technology Trends impacting the Job Role in Short to Medium-Term				
BIM Technology	Blockchain	Data Analytics & Al	Digital Twin	
Remote Monitoring	RPA	Robots & Automation	VR/AR	
5G, IoT & Smart Buildings	Modular Construction			



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Future

This job role evaluates the operations of facilities, builds trust and rapport with users, assesses the performance of third-party service deliverers, reviews safety reports, implements sustainability guidelines, develops tender specifications and maintenance contracts, sources quotations, and proposes budget plans.

This job role may leverage technology and its applications (e.g., sensors, data analytics) in enhancing the evaluation robustness of facilities operations for operational readiness, and may need to possess data analysis and interpretation skills. Job holders may see growing emphasis on contract management and administration in view of evolving operating and contracting models due to integrated/aggregated FM service delivery, and need to keep abreast of evolving trends and technologies to successfully implement sustainability guidelines. Job holders may also see continued focus on keeping technical knowledge current to apply to building maintenance, so as to successfully lead and coach facilities teams.

Job Tasks Today	I IMPACT AT LASK-IAVAL / FIITHE VIAW OF JOD LASKS		Time Horizon
Analyse and assess facility operations activities	М	 Job holders may see availability of greater amount or more robust data sets for facility operations, enabled by technology (e.g., 5G, IoT). Job holders may need capabilities to understand and leverage the gathered data in evaluating performance of facility operations and service delivery of third-party service providers, addressing gaps where required. Job holders will also need to understand how to leverage data to enhance analysis outcomes of maintenance data and procurement projections to potentially reduce maintenance downtime and increase cost-savings. 	Short- term
Develop budgets and contracts	М	► Job holders may need to understand smart contracting technologies (e.g., Blockchain) to develop tender specifications, maintenance contracts and SLAs on alternative platforms.	Medium- term
	Н	► Consolidation of quotations may be automated by digital tools (e.g., RPA).	Short- term





Executive Summary

verview of the Study mpact of Industry
Transformation

Jobs and Skill Overview Global Case Studies Recommendations

Appendix

7.2.1 Job Dashboards

Facilities Manager/Facilities Engineer

Job Tasks Today	Impact at Task-level / Future view of Job Tasks		Time Horizon
Implement safety and sustainability practices	М	 Job holders may see increased focus in implementing environmental sustainability guidelines and practices in accordance to the organisation's green building strategy. 	Short- term
Manage people and organisation	М	 Job holders may need to equip themselves with data analysis and interpretation capabilities, so as to interpret data gathered by technology (e.g., Smart Buildings, IoT). Job holders will need to apply the data insights to optimise resources availability and capability. 	Short- term
Propose continuous improvement initiatives	М	 Job holders may need to equip themselves with data analysis capabilities to make robust data-driven decisions that improve time, cost and quality management, leveraging building data availability enabled by digital tools (e.g., Data Analytics & Al). 	Short- term
		▶ Job holders will need to be aware of latest facilities management trends or technologies (e.g., Smart Buildings) and the impact of adoption, so as to propose opportunities for digital adoption and improvements.	

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	Design for Maintainability				
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						
Digital Fluency	Transdisciplinary Thinking					

