

7.2.1 Job Dashboards

Facilities Manager/Facilities Engineer

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 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.

Future

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	Impact at Task-level / Future view of Job Tasks		Time Horizon
Analyse and assess facility operations activities	M	<ul style="list-style-type: none">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	M	<ul style="list-style-type: none">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
	H	<ul style="list-style-type: none">Consolidation of quotations may be automated by digital tools (e.g., RPA).	Short-term

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Job Tasks Today	Impact at Task-level / Future view of Job Tasks		Time Horizon
Implement safety and sustainability practices	M	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	M	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	M	<div>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 & AI).</div> <div>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.</div>	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	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	