

7.2.1 Job Dashboards

Senior Facilities Manager

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 formulates plans to improve facilities' operations, ensures consistency of service standards, evaluates services, cascades organisational WSH practices, outlines sustainability guidelines, reviews tender specifications and budget plans, evaluates quotations, and develops maintenance contracts.

Future

This job role may need an understanding of technology application and data interpretation skills so as to **leverage data insights and formulate data-driven plans for facilities operations improvement**. Job holders may need an understanding of digital tools and platforms to monitor and evaluate service standards. Job holders may need to keep abreast with evolving trends and technologies to **effectively manage changing contracting models** due to trends of integration/aggregation of FM services, and **continued focus on smart facilities, safety and sustainability guidelines** as per green building strategies.

Job Tasks Today	Impact at Task-level / Future view of Job Tasks		Time Horizon
Recommend improvements and evaluate facility operations	M	<ul style="list-style-type: none">Job holders will continue to be expected to formulate plans and recommendations to improve facility operations and service quality, and may require capabilities to interpret and analyse greater volumes of data available (enabled by technology e.g., 5G, IoT) to develop more robust recommendations.Job holders may also see growing focus on incorporating latest trends and technologies in facility operations planning that address growing areas of interest (e.g., Green Buildings, Sustainable Methods).	Short-term
Review and evaluate budgets and contracts	L	<ul style="list-style-type: none">Job holders may need to understand smart contracting technologies (e.g., Blockchain) to review tender specifications, maintenance contracts and SLAs on alternative platforms.	Medium-term
	M	<ul style="list-style-type: none">Job holders may need to be aware of risks arising from new trends (e.g., partnership models arising from integrated/aggregated FM) and review incorporation in contractual terms and tender specifications.	Short-term

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Job Tasks Today	Impact at Task-level / Future view of Job Tasks		Time Horizon
Cascade safety and sustainability practices	L	Job holders may see increased focus in cascading environmental sustainability guidelines and practices, adjusting measures to effectively realise organisation’s green building strategies.	Short-term
Oversee people and organisation management	M	Job holders will need to continuously keep up to date with skills in-demand and apply the knowledge to drive initiatives addressing technical and business recruitment, training and development needs.	Short-term
Evaluate and implement proposed continuous improvement initiatives	M	Digital tools (e.g., Data Analytics & AI) may enhance the conduct of cost-benefit analyses and generate more robust outcomes. Job holders will need capabilities to interpret the outcomes and apply to support the implementation process.	Short-term
	M	Job holders will continue to see growing focus on implementation of latest facilities management trends and technologies (e.g., Smart Buildings), and will need to be equipped with understanding the application of such trends and technologies to ensure successful implementation.	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	Technology Scanning
Emerging Technical Skills and Competencies		
Critical Thinking	Environmental Sustainability Management	
Emerging Critical Core Skills		
Digital Fluency	Transdisciplinary Thinking	