Trends impacting this role

Workforce Challenges			
Bluetooth/ RFID	Enterprise Systems	IoT	Robotics & Automation

In the next **1 – 3 years**…

MEDIUM degree of change in tasks

**The job will potentially require
MODERATE JOB REDESIGN**

A fair proportion of the job tasks will be substituted by technology, with human intervention required for high value-adding tasks as against routine, repetitive tasks

Responsibilities of the role today	Responsibilities of the role in the future
The Multi-Skilled Cleaner / Team Leader **performs cleaning operation duties** as directed. He/She may be assigned to more than one project sites to **perform a variety of cleaning functions**. The project sites may include indoor and outdoor public places. As part of his function, he may be responsible for **leading a team of cleaners** in a single project and to assume the **overall responsibility of the service performance** of his team.	**Moving forward,** this role will continue to perform cleaning operations across the property. Technologies would **enhance the efficiency** of **repetitive and labour-intensive tasks**, freeing the job holder to **prioritise other tasks** such as **managing and operating technologies** and **coaching team members**. The job holder will be required to be **adept in the adoption** and **handling of technologies** in order to remain relevant in this role.

| Critical Work Function	Job tasks today		Job tasks within the next 3 years
Provide cleaning services	Perform cleaning in the premises using appropriate ride-on machinery and/or equipment with supplies as directed		• Perform cleaning in the premises using appropriate ride-on machinery and/or equipment with supplies as directed.
Handle tools and equipment	Prepare the appropriate tools and equipment for cleaning, ensure that they are adequate and in working condition and ensure that the ride-on machinery and supplies are replenished, reinstated and maintained		• Prepare the appropriate tools and equipment for cleaning, ensure that they are adequate and in working condition and ensure that the ride-on machinery and supplies are replenished, reinstated and maintained.
	Ensure stocks of cleaning supplies are in order and update supervisors on replenishment orders on a timely basis		• **Internet of Things (IoT) smart sensors facilitate inventory tracking of cleaning supplies** and **alerts the job holder to replenish stocks** on a timely basis.
Handle incidents	Respond to major incidents and emergencies and report to the management		• Respond to major incidents and emergencies and report to the management.

Critical Work Function	Job tasks today	Job tasks within the next 3 years
Manage cleaning teams	Administer work plans and assign cleaning duties to cleaning teams, conduct task briefing to cleaning teams and induction programmes for new cleaners	• **Internet of Things (IoT)-based applications, integrated with Property Management Systems (PMS) and HR Management Systems (HRMS)**, **monitor and assign cleaning duties**, as well as **track availability and performance of cleaning teams**, freeing up time for the job holder to manage the performance of cleaners or plan for possible manpower shortages. Human intervention may still be required to override and/or adjust work plans in the event of operational exigencies. • **Internet of Things (IoT)-based applications and digitised forms** will **replace manual logs and forms**, improving accuracy and reducing time needed for the job holder to update job and log card record entries.

Redesign possibilities	
Vertical stacking	• Stacked with *Cleaning Supervisor* to become **Cleaning Operations Specialist**.

A list of new or additional skills can be found on the following page.

Trends impacting this role

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In addition to the Skills and Competencies identified in the Skills Framework for Environmental Services*, the following additional TSCs and CCSs have been identified as relevant for the job role going forward:*

Additional Technical Skills and Competencies (TSCs)		
Internet of Things Management	Public Areas Housekeeping Operations Management	Technology Adoption and Innovation

Additional Critical Core Skills (CCSs)		
Adaptability	Digital Fluency	Learning Agility
Self Management		

• Skills not marked are available in SFw for HAS but are not currently tagged to this job role in the function.