



Trends impacting this role

Shift in Ops Models	Workforce Challenges		
Bluetooth/RFID	Data Analytics	Enterprise Systems	IoT

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**

The Cleaning Operations Executive assists with the **management of cleaning operation duties** as directed by the manager. This includes **managing resources, work procedures**, service contracts and work incidents. He/She is also required to implement and **recommend operation plans** to **improve work processes and service quality** for the organisation.

**Responsibilities of the role in the future**

**Moving forward**, the role will continue to assist with the management of cleaning operation duties as directed by the manager. The job holder is required to be **adept at using technology tools to facilitate the management of people and processes** and **recommend improvements to cleaning operations**.

Critical Work Function	Job tasks today	Job tasks within the next 3 years
Manage cleaning services	Coordinate with supervisor and client to ensure quality service delivery and review daily cleaning job reports for submission to management	<ul style="list-style-type: none"> <li>Coordinate with supervisor and client to ensure quality service delivery and review daily cleaning job reports for submission to management.</li> </ul>
	Compile and analyse relevant data to propose recommendations for improvement and assist in development and review of operation plans to improve work procedures and quality service delivery	<ul style="list-style-type: none"> <li><b>Data analytics and visualisation tools</b> support the <b>analysis of data related to cleaning processes</b> to better identify trends, areas for improvement, and inform recommendations.</li> <li>Assist in development and review of operation plans to improve work procedures and quality service delivery.</li> </ul>
Manage incidents	Guide teams to respond to major incidents and emergencies and provide updates and reports on major incidents and emergencies to management	<ul style="list-style-type: none"> <li>Guide teams to respond to major incidents and emergencies and provide updates and reports on major incidents and emergencies to management.</li> </ul>
Manage contracts	Assist in budget planning, ensure that budget guidelines set, follow up with contractual payments, and assist in resolving contract conflicts and report potential risks to management	<ul style="list-style-type: none"> <li>Assist in budget planning, ensure that budget guidelines set, follow up with contractual payments, and assist in resolving contract conflicts and report potential risks to management.</li> </ul>
Manage inventory, equipment and maintenance schedule	Identify and recommend equipment and/or technologies that are suitable for business operations and maintain the stock of supplies of materials and equipment	<ul style="list-style-type: none"> <li>The job holder is required to stay abreast of leading practices and emerging technologies in this area of work, applying professional judgement and technical expertise to incorporate this knowledge into recommending suitable equipment to improve cleaning operations.</li> <li><b>A combination of RFID sensors and smart Inventory Management Systems (IMS) track and monitor inventory and supply levels in real-time, alerting the job holder to re-stock when necessary.</b> The job holder will then be required to trigger procurement or replenishment processes.</li> </ul>



Critical Work Function	Job tasks today	Job tasks within the next 3 years
Manage cleaning teams	Facilitate the planning of work schedules and deployment of manpower and capability development of manpower	<div></div> <ul style="list-style-type: none"><li>• <b>Property Management Systems (PMS) and HR Management Systems (HRMS) support staff scheduling</b>, freeing up time for the job holder to manage team performance 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. The job holder will be required to propose creative and sustainable operating and resourcing plans to mitigate manpower shortages and rising costs in support of business objectives.</li><li>• <b>HR Management Systems (HRMS) track workforce capabilities, staff performance and learning needs</b>, enabling the job holder to identify manpower and developmental gaps, and better structure learning plans and career development opportunities to enhance staff work performance.</li></ul>

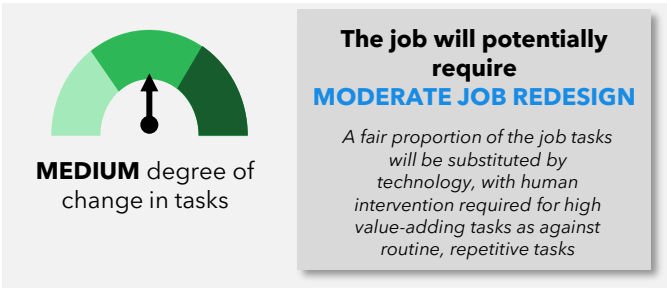
Redesign possibilities	
Vertical stacking	<ul style="list-style-type: none"><li>• Stacked with <i>Cleaning Operations Manager</i> and enlarged to become <b>Cleaning Operations Manager</b>.</li></ul>



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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)		
Infographics and Data Visualisation*	Internet of Things Management	Technology Adoption and Innovation

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

- Skills denoted by an asterisk (\*) are not available in Skills Framework (SFw) for Hotel and Accommodation Services (HAS) but available in other SFw.
- Skills not marked are available in SFw for HAS but are not currently tagged to this job role in the function.