



Trends impacting this role

 Shift in Ops Models	 Workforce Challenges		
 Bluetooth/RFID	 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 Supervisor is responsible **for supervising a team of cleaners** in cleaning operations across the hotel, while **ensuring service quality delivery** and safety. This includes assisting in **planning of cleaning service operations** work plans, incident management and **managing inventory of the cleaning equipment** and materials used in multiple project sites. He/She is also required to provide guidance to the cleaners.

Responsibilities of the role in the future

Moving forward, the role will continue to be responsible for supervising a team of cleaners in cleaning operations across the hotel. The job holder will be required to **exhibit people management abilities** and is expected to **demonstrate strong leadership skills** in **guiding cleaning teams** to **carry out cleaning activities**.

Critical Work Function

Job tasks today

Job tasks within the next 3 years

Manage cleaning services	Communicate assigned cleaning duties to the team, monitor cleaning operations and assist in coordinating and liaising with cleaning vendors	<ul style="list-style-type: none"> Internet of Things (IoT)-based applications, integrated with Property Management System (PMS), monitor and assign work duties, as well as track availability and performance of teams, 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.
	Implement operation plans to improve work processes and service quality and submit compiled daily cleaning reports to management	<ul style="list-style-type: none"> Enterprise Resource Planning (ERP) solutions may serve as a central repository for daily cleaning reports, automatically consolidating, organising, storing, and integrating reports for the department, freeing up the job holder to prioritise day-to-day cleaning operations.
Manage inventory, equipment and maintenance schedule	Ensure and replenish sufficient stock of cleaning tools and assist in the implementation of maintenance schedules for cleaning devices on a timely basis	<ul style="list-style-type: none"> Internet of Things (IoT) smart sensors facilitate inventory tracking of materials and equipment and alerts the job holder to replenish stocks on a timely basis.
Manage incidents	Respond to major incidents and emergencies and provide reports to the management	<ul style="list-style-type: none"> Respond to major incidents and emergencies and provide reports to the management.
Manage cleaning teams	Assist in planning work schedules and deployment of manpower, provide feedback and recommend process improvements to the cleaning team	<ul style="list-style-type: none"> Assist in planning work schedules and deployment of manpower, provide feedback and recommend process improvements to the cleaning team.

Redesign possibilities






Vertical stacking

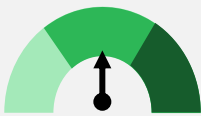
- Stacked with *Multi-Skilled Cleaner / Team Leader* to become **Cleaning Operations Specialist**.



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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
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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.