Trends impacting this role

Guest Preferences	Shift in Ops Models		
AI	Biometrics	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 Senior Security Officer is responsible for **protecting assigned premises, assets and personnel**. He/She is expected to detect and deter potential threats. His duties include **managing key press, regulating traffic**, attending to enquiries from stakeholders, **performing surveillance** at the command centre, operating security systems, providing assistance to law enforcement and managing incidents and emergencies.

Responsibilities of the role in the future

Moving forward, this role will still be responsible for monitoring, detecting, and deterring potential threats. The job holder will require **skills in digital fluency** to **adapt to new ways of working** and **technology tools** to **enhance the accuracy** and **speed of threat identification** and response.

Critical Work Function	Job tasks today	Job tasks within the next 3 years
Provide access security services	Manage key presses, regulate traffic and crowds within premises, and attend to enquiries from visitors	• Manage key presses, regulate traffic and crowds within premises, and attend to enquiries from visitors.
Detect security threats	Perform security surveillance at command centres by operating security and safety systems, including Closed-Circuit Television (CCTV) systems and security alarm systems	• **AI-enabled security systems** and **facial recognition technology augment security surveillance activities** and allow job holders to quickly detect signs of suspicious activities or behaviours. • A **combination of smart cameras, Internet of Things (IoT) sensors, and facial recognition technology track, identify, and alert the job holder of suspicious behaviour**. While the job holder will still be required to operate Closed-Circuit Television (CCTV) systems, improved surveillance technologies enable the job holder to better detect security threats.
Manage incidents	Assist authorities and provide secondary support to law enforcement and incident and emergency responses	• Assist authorities and provide secondary support to law enforcement and incident and emergency responses.

Redesign possibilities

Vertical stacking	• Stacked with *Security Officer* to become **Security Associate**.

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

Trends impacting this role

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*In the next **1 – 3 years**…*

MEDIUM degree of change in tasks

The job will potentially require

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In addition to the Skills and Competencies identified in the Skills Framework for Security, 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*	Technology Adoption and Innovation	

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

- 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.