HR JOBS WILL BE TRANSFORMED BY TECHNOLOGY IN THE NEXT 5 YEARS

HERE'S HOW BUSINESSES AND HR PROFESSIONALS CAN GET READY!

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New technologies such as artificial intelligence, robotics and the Internet of Things will redefine business models and jobs. **3 key technology trends transforming HR jobs:**

- Application of predictive analytics and modelling to deliver talent insights
- Rising expectations for consumer-grade employee experience
- Adoption of intelligent automation in HR

HOW BUSINESSES CAN BENEFIT FROM HR TRANSFORMATION

Organisations can improve business outcomes, including a more competent and competitive workforce, higher levels of employee productivity and satisfaction, and more effective HR service delivery.

5 ways in which HR transformation increases business value:

- ✓ **Lead workforce transformation** through job redesign and strategic workforce planning
- ✓ Equip workforce with **future skills**
- ✓ Build **consumer-grade experiences**
- ✓ Enable **data-driven decision making** to improve talent and organisation outcomes
- ✓ **Digitalise HR** to improve delivery of HR processes

BE FUTURE-READY: LEARN CORE SKILLS FOR NEW JOB ROLES

Get ready for an exciting career! Find out what new core skills every HR professional will need, as well as the new and enhanced job roles waiting for you!

8 new core skills that every HR professional will need:

1. Adopt **HR technology** to deliver quality talent experiences
2. **People analytics** to derive key insights
3. **Data-driven story-telling** to make business case for talent-related decisions
4. **Organisation behaviour and change management** to drive business transformation and behavioural changes
5. **Relationships and communications** to improve employee engagement and productivity
6. Ability to build an **agile mindset** within the organisation
7. **Business and financial acumen** to align talent strategies with evolving business needs
8. **Progressive and inclusive workforce policies** to build a more resilient workforce

Newly created roles

To drive HR transformation and digitalisation:
- **HR Data Analyst**
- **Head of Technology**

To enhance talent experience and address specific needs:
- **Learning Designer**
- **Employee Onboarding Specialist**

To design and deliver transformative talent solutions:
- **People Strategist**
- **Head of Talent Enablement**

Enhanced job roles

Head and Manager roles will require skills to **apply technology-enabled service delivery solutions and data analytics** to support more strategic functions. For example:

Manager, Human Resource Business Partners
- Provide greater value through consultation and advisory to optimise work architecture

Manager, Operations and Technology
- Include development of HR technology roadmap and management of HR technology portfolio

WIDE RANGE OF SUPPORT TO HELP BUSINESSES AND HR PROFESSIONALS STAY AHEAD

Skills refresh

- Refreshed Institute for HR Professionals (IHRP) Body of Competencies

- SSG's Skills Framework for HR

Skills acquisition

- IHRP Skills badges to recognise skill mastery in emerging areas

- IHRP Certification to support continued professional development

- IHRP Communities of Practice and HR Playbooks to share best practices

- Career Conversion Programmes

HR tech adoption

- Grant support:

  Enterprise Singapore (ESG)'s Productivity Solutions Grant (PSG)

  IMDA / ESG's SME Start Digital programme

- HR Tech Transformation Programme to guide adoption

Find out more about the HR Jobs Transformation Map: go.gov.sg/hrjtm

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