

SKILLS FRAMEWORK FOR BUILT ENVIRONMENT SKILLS MAP - ASSOCIATE DIRECTOR (FACILITIES MANAGEMENT)					
Sector	Built Environment				
Track	Facilities Management				
Occupation	Premise and Facilities Director				
Job Role	Associate Director (Facilities Management)				
Job Role Description	<p>The Associate Director (Facilities Management) is responsible for driving strategies to improve facility operations. He/She builds strategic relationships with stakeholders and drives service excellence. He formulates organisational Workplace Safety and Health (WSH) practices as well as the green building strategies to fulfil environmental sustainability regulations.</p> <p>He is in charge of approving tender specifications, awarding works to selected bidders and endorsing contracts. He oversees the teams' development and recruitment and is responsible for the departments' financial planning and risk management.</p> <p>He is a subject matter expert and possesses excellent negotiation and people management skills. He is able to influence and communicate effectively with internal and external stakeholders.</p>				
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks	Performance Expectations (For legislated / regulated occupations)		
			In accordance with: • Building Control Act • Building Maintenance and Strata Management Act • Electricity Act • Environmental Public Health Act and Regulations • Fire Safety Act • Public Utilities Act • Public Utilities (Water Supply) Regulations • Sewerage and Drainage Act • Sewerage and Drainage (Surface Water Drainage) Regulations • Water and Sewerage Act • Workplace Safety and Health Act		
				Manage facility operations	Drive culture of strong quality standards and procedures for preventive and corrective maintenance works
					Introduce plans to improve facility operations
					Evaluate incident response procedures to ensure timeliness and quality of services
					Drive action plans derived from data insights for service quality improvements
					Approve inventory projections and quantity of consumable and non-consumable items for procurement
					Build strategic relationships with third party service providers
	Drive service excellence and user satisfaction				
	Institutionalise effective action plans in terms of organisational policies and procedures				
	Manage budgets and contracts	Approve tender specifications and tender bid			
		Award works to selected third-party service providers			
		Endorse maintenance contracts and Service Level Agreements (SLA)			
		Approve budget plans			
		Manage cash flows against allocated budgets and forecasts			
	Drive safety and sustainability	Drive a culture of adherence to regulatory and organisational Workplace Safety and Health (WSH) policies and practices			
		Review organisational WSH policies and practices in light of accidents, near misses and incidents			
		Design organisational Environmental Management System (EMS) standards and practices according to the relevant International Organisation for Standardisation (ISO)			
		Drive organisational green building strategy in fulfilment of the environmental sustainability regulations			
	Manage people and organisation	Approve deployment and re-deployment of resources in line with work progress			
Drive talent recruitment and development initiatives for the department in alignment with organisational strategies					
Drive achievement of performance metrics					
Drive continuous improvement initiatives	Manage continuous improvement initiatives to obtain time, cost and quality improvements				
	Lead the adoption of latest smart facilities management trends and technologies				
	Evaluate benefits, trade-offs and impact of new technologies				
	Keep abreast of latest developments of built environment trends and technologies				
Technical Skills & Competencies			Generic Skills & Competencies (Top 5)		
Asset Management	Level 5	Leadership	Advanced		

Skills & Competencies	Building Information Modelling Application	Level 4	Decision Making	Advanced
	Building Management System Implementation and Control	Level 5	Problem Solving	Advanced
	Business Performance Management	Level 5	Resource Management	Advanced
	Commissioning and Start-up Management	Level 5	Communication	Advanced
	Competitive Business Strategy	Level 5		
	Construction Technology	Level 3		
	Continuous Improvement Management	Level 5		
	Contract Administration and Management	Level 5		
	Data Collection and Analysis	Level 5		
	Design for Maintainability	Level 5		
	Design for Safety	Level 5		
	Design Thinking Practice	Level 5		
	Emergency Response Management	Level 5		
	Facilities Shut-down and Re-start	Level 4		
	Green Facilities Management	Level 5		
	Incident and Accident Investigation	Level 5		
	Indoor Environmental Quality Improvement	Level 5		
	Integrated Digital Delivery Application	Level 5		
	Inventory Management	Level 5		
	Life Cycle Costing and Analysis	Level 5		
	Maintenance Scheduling	Level 5		
	Maintenance Strategy Development	Level 5		
	Manpower Planning	Level 5		
	People Management	Level 5		
	Procurement Coordination and Policy Development	Level 6		
	Project Cost	Level 5		
	Project Feasibility Assessment	Level 5		
	Project Management	Level 5		
	Project Risk Management	Level 5		
	Quality System Management	Level 5		
	Robotic and Automation Technology Application	Level 5		
	Security Surveillance Management	Level 4		
Smart Facilities Management	Level 5			
Stakeholder Management	Level 6			
Technical Inspection	Level 4			

	Technical Presentation	Level 5		
	Technical Writing	Level 4		
	Technology Scanning	Level 5		
	Value Engineering	Level 4		
	Workplace Safety and Health Culture Development	Level 5		
	Workplace Safety and Health Framework Development and Implementation	Level 5		
Programme Listing	For a list of Training Programmes available for the Built Environment sector, please visit: www.skillsfuture.sg/skills-framework/built-environment			

The information contained in this document serves as a guide.