

SKILLS FRAMEWORK FOR BUILT ENVIRONMENT SKILLS MAP - SENIOR FACILITIES MANAGER					
<b>Sector</b>	Built Environment				
<b>Track</b>	Facilities Management				
<b>Occupation</b>	Premise and Facilities Manager				
<b>Job Role</b>	<b>Senior Facilities Manager</b>				
<b>Job Role Description</b>	<p>The Senior Facilities Manager formulates plans to improve the operations of facilities. He/She ensures consistency of service standards and evaluates the services provided by third party service deliverers against contractual terms. He cascades organisational Workplace Safety and Health (WSH) practices and outlines sustainability guidelines according to the organisation's green building strategies.</p> <p>He reviews tender specifications, evaluates the quotations from external agencies and develops maintenance contracts. He will be responsible for reviewing the budget plans for the approval by the senior management.</p> <p>He is well aware of trends in the sector and able to analyse the viability of proposed improvement initiatives. He possesses business acumen and is innovative and strategic.</p>				
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>	<b>Performance Expectations (For legislated / regulated occupations)</b>		
			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	Develop quality standards and procedures for preventive and corrective maintenance works
					Formulate plans to improve facility operations
					Establish incident response procedures
					Develop recommendations for service quality improvements from data analytics
					Develop procurement plans for consumable and non-consumable items based on past purchases
					Evaluate the services provided by third parties against contractual terms and scope of work
	Maintain trust and rapport with users through consistency in service standards				
	Evaluate technical reports and progress reports to propose recommendations				
	Manage budgets and contracts	Review tender specifications and risks in bidding			
		Evaluate quotations from third party service providers			
		Review maintenance contracts and Service Level Agreements (SLA)			
		Review budget plans			
		Monitor costs and adherence to budget plans			
	Drive safety and sustainability	Cascade regulatory and organisational Workplace Safety and Health (WSH) policies and practices			
		Ensure proper closure of WSH accident, near misses and incident investigations and notify relevant authorities			
		Cascade organisational Environmental Management System (EMS) standards and practices			
		Cascade environmental sustainability measures to realise the organisation's green building strategies			
	Manage people and organisation	Deploy resources to support operations			
Identify recruitment needs and areas for technical and business management training and development					
Monitor achievement of performance metrics					
Drive continuous improvement initiatives	Analyse viability of proposed continuous improvement initiatives to improve time, cost and quality				
	Implement the latest smart facilities management trends and technologies according to organisation's strategic direction				
	Conduct cost-benefit analyses on implementation of new technologies				
	Keep abreast of latest developments of built environment trends and technologies				
<b>Technical Skills &amp; Competencies</b>		<b>Generic Skills &amp; Competencies (Top 5)</b>			
Asset Management	Level 4	Leadership	Intermediate		

<b>Skills &amp; Competencies</b>	Building Information Modelling Application	Level 3	Decision Making	Intermediate
	Building Management System Implementation and Control	Level 5	Communication	Intermediate
	Business Performance Management	Level 4	Resource Management	Intermediate
	Commissioning and Start-up Management	Level 4	Interpersonal Skills	Intermediate
	Condition-based Assets Monitoring Management	Level 4		
	Construction Technology	Level 2		
	Continuous Improvement Management	Level 5		
	Contract Administration and Management	Level 4		
	Data Collection and Analysis	Level 4		
	Design for Maintainability	Level 4		
	Design for Safety	Level 4		
	Design Thinking Practice	Level 4		
	Emergency Response Management	Level 4		
	Facilities Shut-down and Re-start	Level 4		
	Green Facilities Management	Level 4		
	Incident and Accident Investigation	Level 4		
	Indoor Environmental Quality Improvement	Level 4		
	Integrated Digital Delivery Application	Level 4		
	Inventory Management	Level 5		
	Life Cycle Costing and Analysis	Level 4		
	Maintenance Scheduling	Level 4		
	Maintenance Strategy Development	Level 4		
	Manpower Planning	Level 4		
	People Management	Level 4		
	Procurement Coordination and Policy Development	Level 5		
	Project Cost	Level 4		
	Project Feasibility Assessment	Level 4		
	Project Management	Level 4		
	Project Risk Management	Level 4		
	Quality System Management	Level 4		
Robotic and Automation Technology Application	Level 4			
Security Surveillance Management	Level 4			
Smart Facilities Management	Level 4			
Stakeholder Management	Level 5			
Technical Inspection	Level 4			

	Technical Presentation	Level 5		
	Technical Writing	Level 4		
	Technology Application	Level 3		
	Technology Scanning	Level 4		
	Value Engineering	Level 4		
	Workplace Safety and Health Culture Development	Level 4		
	Workplace Safety and Health Framework Development and Implementation	Level 4		
<b>Programme Listing</b>	For a list of Training Programmes available for the Built Environment sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/built-environment">www.skillsfuture.sg/skills-framework/built-environment</a>			

The information contained in this document serves as a guide.