

SKILLS FRAMEWORK FOR BUILT ENVIRONMENT SKILLS MAP - FACILITIES MANAGER/FACILITIES ENGINEER			
<b>Sector</b>	Built Environment		
<b>Track</b>	Facilities Management		
<b>Occupation</b>	Premise and Facilities Manager		
<b>Job Role</b>	Facilities Manager/Facilities Engineer		
<b>Job Role Description</b>	<p>The Facilities Manager/Facilities Engineer evaluates the operations of facilities to ensure that they are safe and functional. He/She builds trust and rapport with users and assesses the performance of third party service deliverers. He reviews safety reports on Workplace Safety and Health (WSH) practices and implements sustainability guidelines according to the organisation's green building strategies.</p> <p>He is involved in developing tender specifications, sourcing for quotations and developing maintenance contracts. He will also propose budget plans to the management for review. He possesses technical knowledge for building maintenance and is able to lead the facilities teams in excellent service delivery.</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>
	Manage facility operations	Implement quality standards and procedures for preventive and corrective maintenance works	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
		Evaluate facility operations and retrofitting activities	
		Implement solutions based on incident response procedures	
		Analyse maintenance data	
		Project quantity of consumable and non-consumable items for procurement based on past purchases	
		Assess the performance of third-party service providers in their service delivery	
		Establish trust and rapport with users through service standards	
		Submit technical reports and progress reports to the management	
	Manage budgets and contracts	Develop tender specifications	
		Consolidate quotations from third party service providers	
		Develop maintenance contracts and Service Level Agreements (SLA)	
		Propose budget plan	
	Drive safety and sustainability	Review safety reports on compliance and non-compliance with regulatory and organisational Workplace Safety and Health (WSH) policies and practices	
		Conduct WSH accident, near misses and incident investigations	
		Review reports on compliance and non-compliance with Environmental Management System (EMS) standards and practices	
		Implement environmental sustainability guidelines according to the organisation's green building strategy	
	Manage people and organisation	Monitor resource availability to support operations	
		Perform on-the-job coaching	
		Track employee productivity	
Drive continuous improvement initiatives	Propose continuous improvement initiatives to improve time, cost and quality management		
	Propose opportunities to use the latest smart facilities management trends or technologies		
<b>Technical Skills &amp; Competencies</b>		<b>Generic Skills &amp; Competencies (Top 5)</b>	
Air Conditioning and Mechanical Ventilation Systems Maintenance	Level 4	Leadership	Intermediate
Asset Management	Level 3	Decision Making	Intermediate
Building Information Modelling Application	Level 3	Teamwork	Intermediate
Building Management System Implementation and Control	Level 4	Interpersonal Skills	Intermediate
Business Performance Management	Level 3	Communication	Intermediate

<b>Skills &amp; Competencies</b>	Civil Structure Maintenance	Level 4		
	Commissioning and Start-up Management	Level 3		
	Condition-based Assets Monitoring Management	Level 3		
	Continuous Improvement Management	Level 4		
	Contract Administration and Management	Level 3		
	Data Collection and Analysis	Level 4		
	Design for Maintainability	Level 3		
	Design for Safety	Level 3		
	Design Thinking Practice	Level 3		
	Drainage, Plumbing and Sanitary Systems Maintenance	Level 4		
	Electrical and Electronic Systems Maintenance	Level 4		
	Emergency Response Management	Level 3		
	Engineering Drawing Interpretation and Management	Level 3		
	Escalator and Travellator Systems Maintenance and Management	Level 4		
	Facilities Shut-down and Re-start	Level 4		
	Fire Protection System Maintenance	Level 3		
	Green Facilities Management	Level 3		
	Incident and Accident Investigation	Level 3		
	Indoor Environmental Quality Improvement	Level 3		
	Integrated Digital Delivery Application	Level 3		
	Inventory Management	Level 4		
	Life Cycle Costing and Analysis	Level 3		
	Lift Systems Maintenance and Management	Level 4		
	Maintenance Scheduling	Level 3		
	Manpower Planning	Level 3		
	People Management	Level 3		
	Procurement Coordination and Policy Development	Level 4		
	Project Cost	Level 3		
	Project Feasibility Assessment	Level 4		
	Project Management	Level 3		
Project Risk Management	Level 4			
Quality System Management	Level 3			
Robotic and Automation Technology Application	Level 3			
Security Surveillance Management	Level 4			
Smart Facilities Management	Level 3			

	Stakeholder Management	Level 4		
	Technical Inspection	Level 3		
	Technical Presentation	Level 4		
	Technical Writing	Level 4		
	Technology Application	Level 3		
	Value Engineering	Level 3		
	Workplace Safety and Health Culture Development	Level 3		
	Workplace Safety and Health Framework Development and Implementation	Level 3		
<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.