

SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES SKILLS MAP – CLEANING OPERATIONS EXECUTIVE																															
Sector	Environmental Services																														
Track	Cleaning Operations																														
Occupation	Executive																														
Job Role	Cleaning Operations Executive																														
Job Role Description	<p>The Cleaning Operations Executive assists with the management of cleaning operation duties as directed by the manager. This includes managing resources, work procedures, service contracts and work incidents. He/She is also required to implement and recommend operation plans to improve work processes and service quality for the organisation.</p> <p>He works in an office environment and performs site visits when necessary. He is expected to communicate with relevant stakeholders and clients as part of his role in performing operational duties.</p> <p>He is organised, responsive, approachable, able to multi-task and capable of interacting with stakeholders.</p>																														
Critical Work Functions and Key Tasks	<table border="1"> <thead> <tr> <th>Critical Work Functions</th> <th>Key Tasks</th> </tr> </thead> <tbody> <tr> <td rowspan="6">Manage cleaning services</td> <td>Coordinate with supervisor and client to ensure quality service delivery</td> </tr> <tr> <td>Ensure cleaning teams adhere to safety measures to during cleaning operation</td> </tr> <tr> <td>Assist in budget planning for cleaning operations</td> </tr> <tr> <td>Compile and analyse relevant data to propose recommendations for cleaning process improvement</td> </tr> <tr> <td>Assist in development and review of operation plans to improve work procedures and quality service delivery</td> </tr> <tr> <td>Review daily cleaning job reports for submission to management</td> </tr> <tr> <td rowspan="4">Manage inventory, equipment and maintenance schedule</td> <td>Allocate equipment and/or technologies and supplies to project sites</td> </tr> <tr> <td>Maintain stock of supplies of materials and equipment</td> </tr> <tr> <td>Identify and recommend suitable equipment and/or technologies to improve cleaning operations</td> </tr> <tr> <td>Implement maintenance schedules for tools and equipment</td> </tr> <tr> <td rowspan="3">Manage cleaning teams</td> <td>Facilitate planning of work schedules and deployment of manpower</td> </tr> <tr> <td>Facilitate effective work processes</td> </tr> <tr> <td>Facilitate the capability development of staff</td> </tr> <tr> <td rowspan="8">Manage contracts</td> <td>Interpret tender specifications and prepare quotations for cleaning operations</td> </tr> <tr> <td>Liaise between internal and external parties to analyse and solidify an overall contract strategy</td> </tr> <tr> <td>Assist in negotiating terms, conditions and pricing, and ensure they are accurately executed and satisfied</td> </tr> <tr> <td>Ensure that budget guidelines set are followed and deviation to these should be communicated with explanations</td> </tr> <tr> <td>Raise requests for purchases as required within agreed limits</td> </tr> <tr> <td>Ensure contractual payments are follow up</td> </tr> <tr> <td>Assist in resolving existing contract conflicts</td> </tr> <tr> <td>Report potential risks on contractual changes to the management</td> </tr> <tr> <td rowspan="2">Manage incidents</td> <td>Guide teams to respond to major incidents and emergencies</td> </tr> <tr> <td>Report and update on major incidents and emergencies to the management</td> </tr> </tbody> </table>	Critical Work Functions	Key Tasks	Manage cleaning services	Coordinate with supervisor and client to ensure quality service delivery	Ensure cleaning teams adhere to safety measures to during cleaning operation	Assist in budget planning for cleaning operations	Compile and analyse relevant data to propose recommendations for cleaning process improvement	Assist in development and review of operation plans to improve work procedures and quality service delivery	Review daily cleaning job reports for submission to management	Manage inventory, equipment and maintenance schedule	Allocate equipment and/or technologies and supplies to project sites	Maintain stock of supplies of materials and equipment	Identify and recommend suitable equipment and/or technologies to improve cleaning operations	Implement maintenance schedules for tools and equipment	Manage cleaning teams	Facilitate planning of work schedules and deployment of manpower	Facilitate effective work processes	Facilitate the capability development of staff	Manage contracts	Interpret tender specifications and prepare quotations for cleaning operations	Liaise between internal and external parties to analyse and solidify an overall contract strategy	Assist in negotiating terms, conditions and pricing, and ensure they are accurately executed and satisfied	Ensure that budget guidelines set are followed and deviation to these should be communicated with explanations	Raise requests for purchases as required within agreed limits	Ensure contractual payments are follow up	Assist in resolving existing contract conflicts	Report potential risks on contractual changes to the management	Manage incidents	Guide teams to respond to major incidents and emergencies	Report and update on major incidents and emergencies to the management
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	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
		Automation Research and Implementation	Level 3	Resource Management
	Business Development	Level 3	Decision Making	Intermediate
	Business Continuity Management	Level 3	Communication	Intermediate
	Business Negotiation	Level 3	Problem Solving	Intermediate
	Cleaning Chemical Handling	Level 4	Teamwork	Intermediate
Skills & Competencies	Conflict Management	Level 4		
	Contract, Vendor Management	Level 3		
	Contract Preparation, Evaluation, Negotiation and Tendering	Level 3		
	Customer Management	Level 4		
	Data and Statistical Analytics	Level 3		
	Effectiveness Management	Level 4		
	Emergency Response Management	Level 3		
	Equipment and Inventory Management	Level 3		
	Financial Management	Level 3		
	Incident and Accident Investigation	Level 4		
	Internet of Things Management	Level 4		
	Knowledge Management	Level 3		
	Learning and Development	Level 4		
	Market Research	Level 3		
	Process Improvement and Optimisation	Level 4		
	Process Quality Management	Level 4		
	Risk Management and Administration	Level 4		
	Robotics and Automation Application	Level 4		
	Stakeholder Management	Level 4		
	Strategy Planning	Level 4		
	Workplace Safety and Health Culture Development	Level 4		
	Workplace Safety and Health Practices Implementation	Level 4		
	Programme Listing	For a list of Training Programmes available for the Environmental Services sector, please visit: www.skillsfuture.sg/skills-framework/environmental-services		

The information contained in this document serves as a guide.