

SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES SKILLS MAP – CLEANING OPERATIONS MANAGER		
Sector	Environmental Services	
Track	Cleaning Operations	
Occupation	Manager	
Job Role	Cleaning Operations Manager	
Job Role Description	<p>The Cleaning Operations Manager is responsible for managing the cleaning operations of the organisation. This includes overseeing the management of resources on project sites, directing and monitoring business operations, developing operation plans, managing service contracts and incidents, and communicating with stakeholders and clients to ensure quality work. He/She is also required to carry out capability development activities and any other operational requirements as directed by the management.</p> <p>He works in an office environment and performs site visits when necessary. He builds relationships with relevant stakeholders and clients as part of his role in performing operation duties.</p> <p>He is organised, responsive, approachable, resourceful, service-oriented leader, able to multi-task and manage operations effectively.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Manage cleaning services	Manage cleaning operations and liaise with clients to ensure quality service delivery
		Ensure teams adhere to safety measures to during cleaning operations
		Facilitate budget planning for cleaning operations
		Evaluate relevant data to propose recommendations for cleaning process improvement
		Develop and review operation plans to improve work procedures and quality service delivery
		Implement strategic plans to improve relationships with clients
	Manage inventory, equipment and maintenance schedule	Plan and select appropriate equipment and/or technologies and supplies for project sites
		Ensure sufficient stock of supplies of materials and equipment
		Evaluate the identified and recommended equipment and/or technologies that are suitable for business operations
		Oversee the control and allocation of resources to project sites
	Manage cleaning teams	Manage the planning of work schedules and deployment of manpower
		Manage the capability development of staff
		Develop plans to promote good teamwork in alignment with organisational core values
	Manage contracts	Oversee the preparation of tender specifications and quotations for cleaning operations
		Manage internal and external parties during contract development to analyse and solidify an overall contract strategy
		Manage negotiating terms, conditions and pricing, and ensure they are accurately executed and satisfied
		Manage actions with internal procurement and legal teams if required
		Manage existing and contract conflicts
		Analyse potential contract risks arising from contract changes
Manage incidents	Review guidelines on contractual clauses to mitigate contract conflicts	
	Analyse and manage major incidents and emergencies in collaboration with relevant persons	
	Make critical decisions to resolve major incidents and emergencies	
	Review incident and emergency reports	
	Manage and report incident and emergency investigations	

	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)			
	Skills & Competencies	Automation Research and Implementation	Level 4	Leadership	Advanced	
Business Continuity Management		Level 4	Resource Management	Advanced		
Business Development		Level 4	Decision Making	Advanced		
Business Negotiation		Level 4	Communication	Advanced		
Cleaning Chemical Handling		Level 4	Problem Solving	Advanced		
Conflict Management		Level 5				
Contract and Vendor Management		Level 4				
Contract Preparation, Evaluation, Negotiation and Tendering		Level 4				
Customer Management		Level 5				
Data and Statistical Analytics		Level 5				
Effectiveness Management		Level 5				
Emergency Response Management		Level 3				
Financial Management		Level 4				
Incident and Accident Investigation		Level 5				
Internet of Things Management		Level 5				
Knowledge Management		Level 4				
Learning and Development		Level 5				
Market Research		Level 4				
Process Improvement and Optimisation		Level 5				
Process Quality Management		Level 5				
Risk Management and Administration		Level 5				
Robotics and Automation Application		Level 5				
Stakeholder Management		Level 5				
Strategy Planning		Level 5				
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.