

# KEY TRENDS IMPACTING THE ENVIRONMENTAL SERVICES INDUSTRY & WORKFORCE

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## Accelerated technology adoption

- Improved operational efficiency
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## Increase in service demand

- To meet new business needs and higher customer expectations
  - More interest in sustainability and stricter hygiene standards
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## Increased competition for talents

- To cultivate an innovative and manpower-lean workforce

# IMPACTED JOB ROLES IN THE ENVIRONMENTAL SERVICES INDUSTRY

## General Cleaner and Waste Collection Crew



### Key job scope

- Increased use of digital tools, robotics and automation
- Increased communication with customer, including troubleshooting operational issues

### Skill sets required

- Communication
- Problem Solving
- Robotics and Automation
- Internet of Things

## Waste Recycling Sorter



### Key job scope

- Increased use of digital tools, robotics and automation

### Skill sets required

- Communication
- Problem Solving
- Robotics and Automation
- Internet of Things



# EMERGING JOB ROLES IN THE ENVIRONMENTAL SERVICES INDUSTRY

## Integrated Facilities Management Specialist



### Key job scope

- Responsible for managing environmental services contracts, projects, and delivering high-quality services in the areas of Cleaning, Waste Management, and Pest Management

### Skill sets required

- Contract Management
- Facilities Management
- Stakeholder Management

# EMERGING JOB ROLES IN THE ENVIRONMENTAL SERVICES INDUSTRY

## Data Analyst



### Key job scope

- Analyse and consolidate data and create data sets to support sound decision making
- Understand drivers, impacts on key influences on business dynamics and productivity
- Translate data into actionable insights for the stakeholders

### Skill sets required

- Data Cleaning and Preparation
- Data Analysis and Exploration
- Statistical Knowledge
- Creating Data Visualisations

# EMERGING JOB ROLES IN THE ENVIRONMENTAL SERVICES INDUSTRY

## Sustainability Specialist



### Key job scope

- Monitoring and evaluating the effectiveness of sustainability programs, and when needed, recommending changes to close strategic gaps
- Assist with the creation and development of an organisation's short- and long-term sustainability strategies

### Skill sets required

- Sustainability Reporting
- Environmental Sustainability Management
- Environmental Management Systems



# FUTURE-PROOFING THE ENVIRONMENTAL SERVICES (ES) WORKFORCE



## ✓ Develop Local Talent Pipeline to Take on Quality Jobs

- NEA Industry Scholarship

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## ✓ Reskilling of In-employment Staff and Facilitating Hiring of Mid-Career Talent Pool through Career Conversion Programmes (CCP)

- CCP for Environmental Services Specialists
- CCP for Sustainability Professionals
- CCP for Professional Executives

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## ✓ Job Redesign Initiatives for the ES Industry

- Support for Job Redesign under Productivity Solutions Grant (PSG-JR) – ES Job Redesign Consultancy Package
- **4D Job Redesign Framework** – Redesigning Jobs for the ES Industry Masterclass and digital self-help guide