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# WHAT IS THE FUTURE FOR SKILLS IN YOUR BUSINESS?

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# THIS SESSION

- How is work changing
- What skills are employers seeking
- Profile of the cleaning industry
- Challenges for the workforce
- Developing skills for your business going forward



# HOW THE WORLD OF WORK IS CHANGING

# THE FOURTH INDUSTRIAL REVOLUTION

1

The **speed** of current breakthroughs has no historical precedent

2

It is **disrupting almost every industry in every country**

3

The breadth and depth of these changes herald the **transformation of entire systems of production, management, and governance**

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# TECHNOLOGY

## Altering Some Jobs

Routine tasks

Changing some jobs and eliminating others

*e.g. monitoring how people use buildings to optimise service delivery, based on usage and improving quality and productivity.*

## Creating New Jobs

Technology creates new work opportunities

*e.g. high speed mobile internet, AI, big data analytics and cloud technology.*

# WORKING LIFE

01

The days of staying in one job or one organisation for 'life' are rapidly declining

02

In the gig economy workers will have many gigs throughout their careers – they will have to be lifelong learners

03

Work is increasingly mobile for some jobs creating a '24/7' culture

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# CHANGES FOR THE WORKFORCE

01

Increasingly  
multi-  
generational

02

Hierarchy and  
seniority less  
important

03

Continuous  
technological  
advancement  
and integration

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*What percentage of children starting primary school now, do you think will work in jobs that don't exist today?*



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# SKILLS

# SKILLS GAP



The **key technical or practical skills lacking** among applicants include:

- Specialist skills or knowledge
- Knowledge of products and services
- Solving complex problems
- More complex numerical or statistical skills

# SKILLS GAP

The **key people and personal skills lacking** among applicants include:

- Ability to manage own time and prioritise own tasks
- Customer handling skills
- Team working
- Persuading or influencing others



# THE COST OF SKILLS GAPS

The Open University's 2018 Business Barometer estimates the direct cost of skills shortages at £6.3 billion each year:

*'Buying skills and not building them is a short-term approach, which ultimately won't pay dividends. It is crucial that organisations take a more sustainable approach, using training to address their skills gaps from within and reducing their spend in the long-term.'*

David Willett, Corporate Director at The Open University

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# PROFILE OF THE CLEANING INDUSTRY

# THE VALUE OF THE UK CLEANING INDUSTRY

Findings from the British Cleaning Council (BCC) commissioned research, March 2017:

- The industry contributed **£24 billion** to the UK economy **in 2015**
- Small business start-ups increased by 12% from 4,380 to 4,910 between 2014-15
- **Employed 700,000**
- **Employment is expected to grow 9.5%** between 2014 and 2024 – or by 84,000 (UKCES, 2016)

# PROFILE OF THE INDUSTRY WORKFORCE

- 23% of the workforce is non-UK
- 33% of the workforce do not hold a level 2 compared with 13% across the economy
- Employment growth expected across higher level occupations
- By 2024 50% of the workforce are expected to be qualified at level 4 and above
- By 2024 the proportion of the workforce with no formal qualifications is expected to fall to 4%





# CHALLENGES FOR THE WORKFORCE

# GROWING SKILLS INSTABILITY

Estimated that by 2022 the skills required to perform most jobs will have shifted significantly

The proportion of core skills required to perform a job that will remain the same is expected to be about 58%

This means an average shift of 42% in required workforce skills

# THE INDIVIDUAL

- New work mindset – less location specific, more network orientated, and increasingly technology intensive
- Greater responsibility for own skills currency – negotiate for training and develop
- Pro-active in trying new ways of learning – self-directed, bite sized, peer to peer

# THE INDIVIDUAL

- Able to blend technical and personal (soft) skills
- Demonstrates personal resilience and agility – embraces and adapts to change
- Able to promote ‘personal brand’

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# SKILLS FOR THE FUTURE

# THE AIM – INCREASED PROFESSIONALISM

The buy-in of a motivated and agile workforce, equipped with futureproof skills to take advantage of new opportunities through **continuous re-training and up-skilling**

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# INDUSTRY AND EDUCATION/TRAINING IN PARTNERSHIP

Example:

In China, Lenovo is working with technical institutes to train learners in high tech skills such as cloud computing that feature:

- A practice-based curriculum
- Practitioner-led training and coaching
- Professional certification

# ADULT TRAINING GAP

Social Mobility Commission Report, January 2019:

- Adult training often only available to the highly paid or highly skilled
- Circa 30% of those employed in managerial or professional occupations participated in training in the last 3 months compared to 18% in routine and manual jobs
- Employers fund 82% of all the training and tend to prioritise senior, highly skilled employees
- Vast numbers of low skilled workers have little opportunity to build their skills, leading to improved productivity



# ADULT TRAINING GAP

*“Too many employers are wasting the potential of their employees by not offering training or progression routes to their low and mid-skilled workers.”*

Dame Martina Milburn

Chair of the Social Mobility Commission

January 2019

# ADULT LEARNING



# DEVELOP A SKILLS STRATEGY

- Create resilience – technological disruption
- Develop capacity to innovate – intensifying competition and market volatility
- Anywhere, anytime skills delivery for ‘easy upskilling’
- Attract and maintain talent - an increasingly important differentiator
- Embrace diversity in the workforce – a greater range of flexible arrangements

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# DEVELOP A SKILLS STRATEGY



- Collaborate within the industry to respond to common skills challenges
- Collaborate within the industry to develop sustainable career pathways
- Intensify collaboration with education and training organisations

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One learning or action point you will take away from this session?



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THANK YOU

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