

## JOB DESCRIPTION

JOB TITLE:	<b>FACILITIES MANAGER</b>
DEPARTMENT:	<b>FPG PROPERTY MANAGEMENT</b>
JOB TITLE OF INCUMBENT'S SUPERVISOR:	<b>HEAD OF FACILITIES</b>

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## PURPOSE OF JOB

The Facilities Manager will be responsible for inspecting, maintaining, and repairing mechanical, electrical, plumbing, and HVAC systems.

The Facilities Manager is to assist and engage as well as support the Property Managers in the planning, management and monitoring of all aspects related to the management of the portfolio and inspection of work to ensure that quality standards are maintained or improved

## KEY PERFORMANCE AREAS

- Manage and conduct routine maintenance, repairs of electrical, fire, mechanical, plumbing, building structure and all associated equipment and assets
- Report all R&M and PM and Engineering activity to management and action accordingly
- Report all material risk in terms of perimeter security, CCTV and roof beams to management and action accordingly
- Respond to reactive maintenance issues timeously
- Maintain an up-to-date maintenance and service schedule for each building
- Liaise with admin staff to ensure timely closures and completion of job cards
- Ensure Health & Safety Standards are implemented and adhered to
- Ensure quality assurance procedures are implemented and adhered to
- Project Manage, Supervise and co-ordinate works with sub-contractors
- Continuously identify opportunities that will improve all aspects of FM operations
- Manage and ensure that all buildings have up to date compliance records, maintenance records and the relevant servicing certification in line with Building Regulations
- Manage and ensure that assets are being fully maintained in the correct fiscal period as per the implemented maintenance plan and associated budgets
- Support the development of service delivery for all Hard Services including asset management across all aspects of Mechanical and Electrical Engineering equipment
- Manage all related administration and correspondence
- Financial control and management of budgets
- Management of tenant related services
- Service our Property Management Department as if it was an external tenant / client.

- Authorise and submit quotes, invoices to the Facilities Head for final approval
- Submit weekly building inspection reports
- Telephonic standby for any critical maintenance issues, including after hours.

## **EXPERIENCE**

- Experience in Electrical, Mechanical and General Building Infrastructure, and Project Management (Advantageous)
- Experience in understanding cause and effect with regards to Building Management Systems (BMS)
- 5 years' experience in Facilities Management, Building Management, Building Maintenance Management or Operations Infrastructure Management (Essential)
- Knowledge of RedRabbit or similar property management and maintenance management systems is advantageous
- Excellent communication skills
- Computer literacy - MS Office, MS Projects, MDA (advantageous).

## **QUALIFICATIONS AND SKILLS**

- Diploma or Degree or equivalent in Retail Business administration, Project Management, Building Science or Mechanical Engineering (Advantageous)
- At least 5 years management experience in a Facilities Management or Building Management role
- People Management, including performance management
- Project Management
- Financial Management
- Operational planning and implementation
- Customer service orientation
- Understanding of industry standards and norms
- Knowledge of development and implementation of service level agreements
- Quality Management
- Contract Management