

National Manager - Facilities Management

Job Title	National Manager		
Division	Human Resources and Administration Division		
Department	Administration Department		
Section	Facilities Management		
Location	Head Office	Direct Reports	Facilities Facilities Management
Reports To	Director Administration	Version Number	1
External Relations	Suppliers	Guide Number	7013
Internal Relations	All departments and branches	Job Code	

Basic Function

Maintaining integrity of company premises and property by supervising preventive maintenance and treatment and providing engineering support to the headquarters. Fully understand, drive and promote SMSA vision, culture and values

KEY Responsibilities

General

- Guide and motivate staff to manage their performance efficiently; monitor staff performance to ensure proper functioning.
- Verify commitment of all management employees to administrative regulations and procedures adopted in the company and ensure they do not exceed the powers granted to them (in the range of competence).
- Oversee the administrative procedures for staff, such as attendance and leave, holidays, performance evaluation; provide report to Director of the Department.
- Inform staff to administer the directives and instructions issued by the Director of Administration and ensure they adhere.
- Submit proposals and recommendations that contribute to the development of business department.
- Ticketing system

Planning

- Participate in the preparation of the expansion plans of opening new centers and branches of the company.
- Assist in preparing budget for Administration Department.
- Participate in engineering planning and design, including space and installation management.
- Prepare a plan of regular maintenance and equipment to the headquarters of the company as well as cleaning the main building and staff offices; oversee implementation.
- Participate in the development of strategic objectives for Administration Department.

Maintenance

- Maintenance of buildings and branches:
- Oversee implementation of maintenance programs and ensure compliance with plans.

- Conduct field visits to buildings and branches to ensure their safety; prepare reports on the status of each branch and building.
- Receive maintenance requests from departments and branches; estimate the size of maintenance required.
- Prepare and deliver maintenance orders for technicians to start the implementation of maintenance operations.
- Oversee implementation of maintenance operations to ensure that they request in accordance with the requesting department.
- Communicate with other departments and branches requesting maintenance operations after the implementation of maintenance work to ensure failures were repaired and there are not any notes about the work.
- Maintenance of equipment:
 - Receive broken equipment departments (such as fax, telephone, printer, etc.).
 - Contact maintenance companies and provide broken equipment for service.
 - Follow-up with maintenance companies until the completion of maintenance operations.
 - Receive devices after the implementation of maintenance operations and ensure the quality of the maintenance operations that have been implemented; verify equipment is safe and suitable for use.
 - Deliver equipment to departments after the repair.

Administration

- Ensure workers (tea boy and cleaner) wear uniforms adopted in the company.
- Supervise the cleanliness of the office staff and all existing facilities in the main building.
- Supervise the cleanliness of the cafeteria of the company.
- Provide materials (water, tea, sugar, coffee, etc.) and oversee the method of storage and conservation.
- Receive complaints and suggestions received from departments and sections on hygiene and hospitality service and solve them.

SSC (SMSA Service Center)

- Oversee construction and renovation projects to improve efficiency and ensure facilities meet environmental, health, and security standards, and comply with and government regulations.
- Send designs to contractors and request for quotations.
- Analyze and study quotations from suppliers, make recommendations, and submit recommendations to the Director of SSC (SMSA Service Center) for approval the best.
- Choose and provide selected contractor with all necessary attachments to start work.
- Supervise contractor work through completion required by inspection visits to work sites.
- Inform contractor of notes on the construction work and guidance to do modifications.
- Resolve differences and constraints with suppliers by identifying appropriate solutions.
- Receive sites upon its expiry and inspect the work carried out in accordance with and as agreed in the contract.
- Prepare and distribute status reports denoting achievement and constraints of the branches that are under construction.

Finance

- Follow-up exchange of financial benefits to suppliers in accordance with contracts signed with them.

Legal

- Coordinate with the Legal Affairs to prepare contracts for suppliers and provide them with the necessary information.

EHS

- Ensuring that all safety related equipment and systems, particularly firefighting, alarm, emergency lights and similar equipment are identified, listed and scheduled as part of the preventive maintenance program, and that they remain in safe & good operational condition at all times
- Coordinating with maintenance staff concerning occupational health & Safety, and environmental management
- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits
- Overseeing and monitoring all the work activities in order to make sure that work- and job-related hazards are identified and the work is being performed safely, following the OHS system / rules, and considering the environmental management principles
- Coordinating with the Maintenance Engineer / contractor regarding the execution of the preventive/corrective maintenance activities
- Actively participates in the development and implementation of EHS objectives & programs, and lead EHS audits / inspections. Take a major role in incident reporting & investigation
- Participates in the emergency response plan, development, and in conducting emergency drills
- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation
- Coordinate and participate in the paper and other recycling programs, communication & management
- Planning and supervising the EHS awareness and training activities and ensuring competence of all personnel
- Supervising the EHS internal audits, inspections, and corrective / preventive actions effectiveness

Business Continuity

- Ensuring that the BC plan (or plans) adequately delivers the organization's BC capability and meets the BC requirements.
- Communicating the implications of departmental changes that may impact the BCMS.
- Collecting information for and completing the BIA.
- Identifying and acknowledging supply chain priorities.
- Developing, implementing, and maintaining departmental procedures on behalf of the plan owner.
- Conducting and participating in exercises.
- Maintaining the departmental BC documentation. Liaising with the BC managers.
- Developing, coordinating, and facilitating the BCMS. This includes developing analysis and BC plan templates.
- Facilitating and coordinating the BIA, risk and threat assessment (related to prioritised activities), strategy and solutions planning, BC plans and testing throughout the organization.
- Ensuring maintenance of the BCMS on a periodic basis as well as whenever it is appropriate.
- The effective use of resources and procedures within the BCMS, such as systems, tools, and response and recovery procedures.
- Making recommendations, removing roadblocks, and reporting to top management

Competencies - Professional and Technical	
Behavioral Competencie	
Creative Thinking	Level 3
Networking/Relationship building	Level 3
Planning & Organizing	Level 3
Team Leadership	Level 3
Technical Competencie	
Management of Health & Safety Knowledge	Advanced
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Advanced

Competencies – EHS
<p>Knowledge of basic environment health and safety requirements</p> <p>EHS corporate objectives awareness</p> <p>Awareness of EHS requirements in the QEHS management systems</p> <p>Have attended EHS awareness training (if applicable)</p> <p>Awareness of Environment Health Safety incident reporting</p>

Organizational Competencies
Intermediate
<i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>

Decision Making

Key Performance Indicators (KPIs)
Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience
<p>●Bachelor's Degree (Preferred specialization in their field of work). (Those in finance/ accounting jobs must be a CPA or equivalent. Those in Technical positions must have bachelor degree in their respective field), Post graduate degree an advantage. At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.</p> <p>or</p> <p>●Diploma, certificate courses with over 8 years Logistics experience, Courier or Freight forwarding industry experience of which at least 3 years has been in Senior management position</p> <p>or</p> <p>●Diploma, certificate courses with over 10 years Logistics experience, Courier or Freight</p>

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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Employee Name:
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I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.

Management reserves the right to amend the Job description at any time without prior notice.

Signature:	Date: