



JOB DESCRIPTION

Job Title:	Facilities Manager
Division/Section:	Operations Management Directorate / Facilities
Location:	Suva
Reporting to:	Director Finance, with dotted reporting line to Deputy Director-General (Science and Capability)
Number of Direct Reports:	Six (6) direct reports, with total staff up to 18 indirect (maintenance and cleaners)
Purpose of Role:	To manage all SPC facilities and assets in Fiji, and support insurance coverage for SPC in all locations (excl. Noumea).
Date:	December 2024

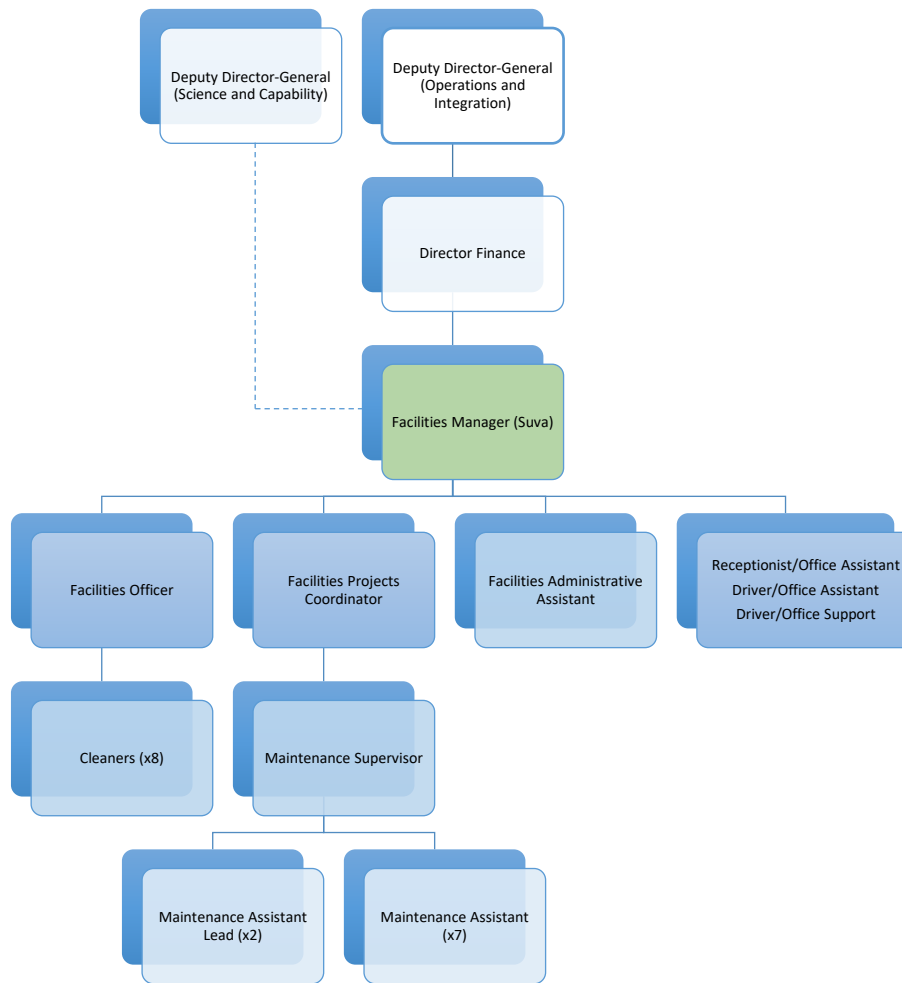
Organisation Context

The Facilities Manager is responsible for managing and overseeing SPC's large portfolio of owned and leased facilities in Suva to ensure that it is cost effectively managed, in optimal use, well maintained and safe. This includes providing strategic analysis and specialist advice on managing and maintaining SPC's assets, with particular emphasis on maximizing the internal rate of return on all existing, and future, real property assets

The Facilities Manager is a member of the O&I management team with specific responsibility for leading and managing a team of staff that provides high quality facilities and asset management, building maintenance, occupational health and safety, security and general administration services across all locations in Fiji.

The Facilities Manager will also be responsible for implementing cost recovery of services, with a view to ensuring the portfolio is financially sustainable.

Organisation Chart



Key Result Areas

The position encompasses the following major functions or Key Result Areas:

KRA 1: Leadership of the Facilities team (25%)

KRA 2: Planning and manage all SPC's facilities and infrastructure (25%)

KRA 3: Ensure optimal use of office space and a safe working environment (20%)

KRA 4: Manage Facilities cost recoveries and budget (10%)

KRA 5: Support to SPC ICT/Legal for Insurance and Corporate Broker Arrangements (10%)

KRA 6: Manage General Administration services (10%)

The Facilities Manager is expected to work outside usual working times when circumstances require it.

The requirements in the above Key Result Areas are broadly identified below.

Job holder is accountable for	Jobholder is successful when
KRA 1: Leadership of the Facilities team (25%)	
Provide leadership of the Facilities team that ensures effective management of SPC Facilities (in	<ul style="list-style-type: none"> Facilities staff are managed and supervised to achieve objectives and to create an environment that promotes high performance, collaboration and safety, staff

<p>Fiji) and SPC's assets in compliance with all relevant SPC policies including Fixed Assets and Small Value Items policy(s).</p>	<p>development and succession planning and effective work practices amongst the Facilities team</p> <ul style="list-style-type: none"> • Effective management of the Facilities team ensuring effective implementation of facilities workplan • SPC Assets and small value items are acquired, tagged and maintained with annual verification of assets undertaken in line with all relevant SPC policies including Fixed Assets and Small Value Item policy(s) • SPC corporate asset register is up to date and all asset disposals are carried out in line with the relevant SPC policy requirements • Close collaboration with the Facilities team (Noumea) to harmonise processes between locations
<p>KRA 2: Planning and managing all SPC's facilities and infrastructure (25%).</p>	
<p>Develop, plan, and manage all SPC's facilities and infrastructure, including construction works and support facilities to ensure effective day to day operations, maintenance, occupational health and safety and security services meet the expectations of both internal and external stakeholders.</p>	<ul style="list-style-type: none"> • Annual Facilities plan is developed to meet the organisational requirements and approved by management • Capital, large maintenance projects and refurbishments are completed within budget, in a timely manner with energy saving considerations applied • Facility management program, including preventative maintenance and asset/inventory life-cycle requirements is developed and implemented • Timely cleanliness and maintenance of all SPC facilities in line with the OHS and security requirements • Close collaboration with the OHS team to ensure all works carried out are in line with OHS requirements and any OHS issue is resolved amicably and in a timely manner • Collaboration with Human Resources to ensure adequate training and refresher on health and safety, fire safety, emergency evacuation and first aid is provided to the Facilities team in a timely manner • Necessary security system and personnel put in place to ensure that required level of security for SPC facilities and staff • All SPC facilities are well secured at all times providing the required level of safety and security to the staff. The health and safety culture with the Facilities team to be maintained at all times • Emergency procedures in line with OHS requirements are in place and activated effectively during emergencies • All procurement undertaken by Facilities is in line with SPC's Procurement Policy • Provide support toward SPC policies (asset management, investment etc) to ensure they are updated in line with international best practice and adhered to

	<ul style="list-style-type: none"> • Provide support to OHS in their delivery of regular emergency drills and staff awareness on facilities and health and safety
KRA 3: Ensure optimal use of office space and a safe working environment (20%).	
<p>Work with stakeholders to determine office space requirements and ensure that appropriate office space work environment is in place for the effective operations of the occupying unit.</p>	<ul style="list-style-type: none"> • Office space requirements for Divisions and upcoming projects are identified proactively • Appropriate office space to meet requirements is either identified within the current office set up or plans developed for new office space construction is drawn up in a timely manner • SPC Facilities and office space are fit for purpose and compliant with relevant OHS legislation, ergonomic requirements, building codes and other statutory authority requirements • Office space in Suva is allocated/redesigned to ensure optimisation • Refurbishment and fit outs for office space are managed, including work by external contractors • Negotiations with Host Countries are effectively undertaken for any facilities provided by host governments • Facilities and asset management approaches are consistent with SPC environmental objectives • Business Continuity Plans for SPC are developed and operationalised • Contract and vendor relationships are managed • SPC procurement, financial and reporting policies and procedures are complied with
KRA 4: Manage Facilities cost recoveries and budgets (10%).	
<p>Manage Facilities cost recoveries and budget to ensure the recoveries adequately cover the cost of maintaining the facilities and periodic major refurbishment works, also managing related services and projects, in accordance with legal requirements, SPC service standards, SPC policies.</p>	<ul style="list-style-type: none"> • Establishing and periodic review of facilities cost recovery rates • Ensuring recoveries from occupants of the office space is done in an effective manner. • Timely update of cost recovery rates to cover for any additional office space requirements and cost of maintaining it • Facilities and CAPEX budget is drawn and presented to Finance in a timely manner • The Facilities and CAPEX budget is closely monitored that the budget is utilised in a timely manner and all costs incurred are within the budget allocation.
KRA 5: Support to SPC ICT/Legal for Insurance and Corporate Broker Arrangements (10%)	
<p>Provide support to SPC ICT/Legal, to ensure that SPC Facilities in all locations and other corporate risks are adequately insured and the</p>	<ul style="list-style-type: none"> • Work closely with the Facilities Team in Noumea to identify insurance needs

<p>corporate broker arrangements are managed effectively.</p>	<ul style="list-style-type: none"> • All risks relating to SPC Facilities and corporate are identified for insurance purposes for all SPC locations • Management of the relationship with SPC's insurance broker, including ensuring the corporate broker provides effective guidance of the scope of insurance required for SPC risks, and policies are renewed in a timely manner • Insurance claims are processed in a timely manner through the broker • Support negotiations undertaken with the corporate broker on any additional insurance requirements arising from the projects after the renewal of policies • Support the appointment of Insurance Providers by the brokers are carried out through an open and fair competitive process ensuring SPC receives the 'best value for money' on the premiums for the covers negotiated • Update reports on Insurance coverage for SPC provided to SPC's Audit Risk Committee (ARC)
<p>• KRA 6: Manage General Administration Services (10%).</p>	
<p>Manage General Administration services in Suva relating to SPC transport and fleet management, SPC messenger/mail services and Executive protocol transport requirements.</p>	<ul style="list-style-type: none"> • Ensure effective delivery of SPC Suva mail management and courier services • Ensure all SPC Suva Diplomatic Bag protocols are performed. • Oversee the delivery of reception and switchboard services in a timely and efficient manner. • Ensure the SPC vehicle fleet is kept in roadworthy condition and transport requests managed effectively. • Ensure timely support provision for SPC events

Note

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and supervisor as part of the performance development process.

Work Complexity

<p>Most challenging duties typically undertaken:</p>
<ul style="list-style-type: none"> • Managing a portfolio of more than Thirty (30) buildings across multiple locations in Suva. • Managing complex large value and highly technical construction/Capital works project. • Managing Facilities cost recovery and budgeting. • Managing the required level of health and safety during emergencies • Maintaining more than seventy (70) year old buildings to ensure it complies with Health and Safety requirements. • Managing office allocation across multiple sites. • Ensuring adequate insurance across all SPC locations. • Establishing new systems and processes for property and asset management.

- Managing competing priorities and requests from staff in an effective manner.
- Identifying opportunities for outsourcing to ensure that all projects undertaken by the maintenance team provides the best value for money.

Functional Relationships and Relationship Skills

Key internal and/or external contacts	Nature of the contact most typical
<ul style="list-style-type: none"> • Internal 	
<ul style="list-style-type: none"> • SPC Senior Leadership Team • Divisional directors and project managers • Facilities Staff including cleaners • Facilities Team in Noumea • OHS Team • All SPC staff (tenants) and their family 	<ul style="list-style-type: none"> • Liaison to identify office space requirements • Liaison for review of facilities projects • Engagement on risks and insurance needs • Provide advice Health and Safety at SPC Facilities • Supervision of staff • Understanding needs and requirements for workspace and housing
<ul style="list-style-type: none"> • External 	
<ul style="list-style-type: none"> • Contractors • Government officials/country focal points • Regulatory authorities • Suppliers • Consultants including engineers and architects 	<ul style="list-style-type: none"> • Oversight of construction and renovation works • Liaison to identify requirements, or for implementation of building projects. • Negotiating contracts and terms and conditions • Liaison, giving/receiving information, facilitating, formal negotiations, resolving minor conflicts

Level of Delegation

Routine Expenditure Budget: EUR over 2.000.000

Budget Sign off Authority without requiring approval from direct supervisor: EUR 2.000

Person Specification

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current jobholder has.) This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> • Bachelor's degree in project and facilities management, and/or any technical and/or legal relevant fields or equivalent body of knowledge and experience. 	<ul style="list-style-type: none"> • Project management certification • Finance / budgeting • Engineering (civil or other) • Architectural

Knowledge / Experience

Essential:	Desirable:
<ul style="list-style-type: none"> • At least 10 years of experience managing a team with responsibility for implementation of routine and non-routine maintenance and capital works projects and/or an inventory of multiple facilities which require maintenance of: <ul style="list-style-type: none"> ○ Property grounds ○ HVAC systems ○ Plumbing ○ Mechanical and electrical systems ○ Elevators ○ Automated voltage regulator systems ○ Uninterrupted power supply equipment ○ Generators, and ○ Structural aspects of buildings • Proven work experience with managing complex construction and maintenance projects across multiple sites with ability to read building plans and construction project costing. • Excellent business and financial acumen with the proven ability to provide effective operational management to achieve agreed performance targets and deliver quality customer service. • Experience in operating facilities and assets on a full cost recovery model. • Demonstrated experience in asset management strategies and practices. • Specialist knowledge of and experience in applying key property legislation and relevant standards, (e.g. occupational health and safety, building standards). • Excellent leadership, change management and staff management skills. • Proven ability to work with contractors on technical aspects of building. • Highly developed written and oral and negotiation skills. • Experience working in an international and multicultural environment. • Fluent in English 	<ul style="list-style-type: none"> • Experience in overseeing construction works. • Good knowledge about facilities supplies chain and contractors. • Able to use AutoCAD to prepare architectural drawings.

Key Skills / Attributes / Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	<ul style="list-style-type: none"> • Construction project management • Asset Management • Insurance Management • Project management
Advanced level	<ul style="list-style-type: none"> • Personnel management and leadership • Budgeting • Compliance • Financial management • Health and Safety requirements

	<ul style="list-style-type: none"> • Report writing • Customer service • Change management
Working Knowledge	<ul style="list-style-type: none"> • Procurement policies requirements • Architectural and engineering drawings and designs, building information modelling • Computer systems: Navision, Excel, Word, databases
Awareness	<ul style="list-style-type: none"> • Cultural diversity

Key Behaviours

All employees are measured against the following **Key Behaviours** as part of Performance Development:

- Change and Innovation
- Interpersonal Skills
- Teamwork
- Promotion of Equity and Equality
- Judgement
- Building Individual Capacity

Personal Attributes

- Project Management
- Adaptability
- Aptitude to analyse and react to changing situations
- Good planning and organisation skills
- Result oriented
- Honesty
- Health and Safety awareness
- Customer focus
- Working experience in dealing with customers of different background and culture

Change to Job Description

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the Director Corporate Services. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.