

Head of Facilities

Job Title	Head of Facilities	Department	Property & Real Estate Management
Reporting To	Managing Director	Document Use	Recruitment, Appraisal, Training

Role Purpose

To lead facilities operations across the Corporation's properties by ensuring safe, compliant, efficient and well-maintained environments, effective maintenance delivery, reliable support services and strong contractor performance, in alignment with asset priorities established by the Property Manager.

1. Strategic Contribution

- Protect the condition, functionality and serviceability of property assets through disciplined facilities management.
- Ensure buildings and support services operate safely, efficiently and in compliance with statutory requirements.
- Deliver high-quality maintenance and facilities services that support tenant satisfaction and business continuity.
- Provide operational insight to support asset planning, refurbishment priorities and lifecycle decisions.

2. Key Accountabilities

Key Result Area	Core Responsibilities
Facilities Operations & Service Delivery	Lead day-to-day facilities operations across the property portfolio, ensuring effective delivery of hard and soft facilities services including cleaning, security, utilities, grounds, waste management and workplace support.
Maintenance Planning & Execution	Develop and implement preventive and corrective maintenance plans for buildings, plant and equipment; ensure timely execution of repairs and maintenance works to minimise downtime and asset deterioration.
Contractor & Service Provider Management	Manage outsourced facilities contractors and service providers, monitor service levels and contractual obligations, and ensure quality, responsiveness, compliance and value for money.
Health, Safety & Statutory Compliance	Ensure compliance with health, safety, environmental and statutory building requirements; coordinate inspections, certifications, corrective actions and incident response across facilities operations.
Facilities Budget & Operational Control	Prepare and manage facilities operating budgets, monitor expenditure, control maintenance costs and provide input into facilities-related capex requirements for review and approval.

Key Result Area	Core Responsibilities
Space, Workplace & User Support	Ensure buildings, workspaces and shared environments remain safe, functional and fit for purpose for tenants, employees and users; respond effectively to facilities issues and service needs.
Reporting, Risk & Continuous Improvement	Track facilities KPIs, recurring maintenance issues, service risks and contractor performance; provide regular operational reporting to the Property Manager and recommend service, system and process improvements.

3. Qualifications, Experience and Competencies

Education

- Bachelor's degree in Building & Civil Engineering
- Experience or professional certification in Facilities Management, Real Estate projects, Operations Management or related field.

Experience

- Minimum 5-8 years of relevant experience in facilities, maintenance, building operations or corporate services, including at least 3 years in a leadership role.
- Experience managing contractors, maintenance programmes and compliance requirements across multiple sites would be an advantage.

Technical Competencies

- Facilities operations and service delivery management.
- Preventive and corrective maintenance planning.
- Contractor, SLA and service provider management.
- Health, safety and statutory compliance coordination.
- Facilities budgeting, cost control and operational reporting.
- Operational risk management and continuous improvement.

Behavioural and Professional Competencies

- Strong operational leadership and execution discipline.
- High level of responsiveness, ownership and service orientation.
- Ability to balance quality, cost and compliance in operational decisions.
- Clear communication and effective coordination with users, contractors and management.
- Problem-solving capability and commitment to asset care and safety.

4. Key Performance Indicators

Performance Area	Illustrative Measures
Operational Reliability	Planned preventive maintenance completion rate; resolution time for facilities issues; building systems uptime.
Compliance & Safety	Statutory compliance rate; timely completion of inspections and certifications; health and safety incident trends.
Service Delivery	Facilities response time; tenant or user satisfaction with facilities services; contractor SLA compliance.

Performance Area	Illustrative Measures
Cost & Asset Care	Facilities budget adherence; reduction in recurring maintenance issues; control of maintenance backlog.
Operational Reporting & Improvement	Timeliness and quality of facilities reporting; implementation of service and process improvements.

5. Additional Requirements

- Availability to respond to urgent facilities incidents outside normal office hours.
- Willingness to support SIC Groupwide initiatives and changing business needs.

6. Document Control

Prepared / Reviewed By	Approved By
Name: _____ Title: _____ Date: _____	Name: _____ Title: _____ Date: _____