

JOB DESCRIPTION

Job Title

Facility Manager/Site lead – Housekeeping/Soft services.

Site – Reporting to

Client – Respective site In-charge.

Back office-Reporting to

Operation Manager

Overall Role

- The Facility Manager will oversee and be part of a team providing best in class tenant services and to provide comprehensive facility management for housekeeping services to the client, with a focus on continuous improvement.
- Additional responsibilities include: tenant and vendor relations, property maintenance, construction management, capital projects and tenant improvements, budgeting, and monthly property reporting.
- Achievement of the Key Performance Indicators and Service Level Agreements targets.

POSITION GOALS

- To provide administrative support for client /site teams
- To provide comprehensive management of housekeeping services covering all facility services to the client with the focus of continuous improvement
- To achieve financial and other targets given by Managements.
- Achievement of the service level agreements.
- Manager shall be responsible for Service Delivery, Leadership, Quality Control- adopting Quantitative Tools, Performance Measurement, Client Relationship, Smooth execution of Services, and MIS Generation.

Roles and Responsibilities

Following are the overall duties and responsibilities of the Manager deployed at site:

- He/ She will be overall Housekeeping & Staffs in-charge of the premises.
- Manager would be available in the general shift, always in formal wears while on duty.
- 24/7 emergency call support and site attendance is required
- Demonstrate leadership, responsiveness and creativity.
- Ensure compliance, statutory compliance audit standards.
- Shall take rounds with FM Lead and record the observations and action upon and update the status to FM lead.
- Report to client co-coordinator in the event of any major/minor breakdown which would adversely impact business operations and follow up until the problem is rectified.
- Shall have complete knowledge about the site, written documentation of systems and procedures for carrying out the cleaning activities.
- Shall take Induction for new staff and brief on site details and who-is-who.
- Shall ensure that the H/K activities are carried out in accordance with the set process and procedures.
- Shall interact with the 247FSPL' Management for fulfilling statutory requirements and keep the documents for verification anytime.
- Work order / Job cards - Generate job cards / work orders for all staff & service requests with specific tasks by assigning unique reference numbers.

JOB DESCRIPTION

- Review of HK services on a monthly basis
- Weekly review of various issues & improvement of the services with co-coordinator.
- Ensure all safety guidelines/requirements are met by team members/vendors.
- Analyses/Recommend solutions on complaint analysis and plan preventive actions for recurring complaints.
- Review all check lists on a daily basis to ensure smooth operations.
- Periodically check/amend checklists, operation steps, and material consumption analysis.
- Shall train the housekeeping staff regarding adherence to personal, site hygiene & SOP standards.
- Shall develop customized deployment schedules – define the responsibilities and the areas of operations of each and every.
- Will delegate responsibilities to & monitor the supervisors.
- Shall present the consolidated attendance to the 247FSPL office by the mentioned date of every month for billing purpose.
- Shall co-ordinate with FM Lead for purchase of environmental materials, consumables & equipment and maintain optimum stocks of the same. All indents would reach the 247FSPL-office by the stipulated timeline of the month
- Will arrange periodic environmental training programs for all the staff on a monthly basis which will be planned and scheduled a month in advance and regular training programmers are conducted as per schedule.
- Will prepare MIS, MMR & other reports for the environmental activities as per the agreed format and submit on or before the mentioned date of every month.
- Shall conduct internal inspections which will be recorded and will have improved the overall services.
- Ensure that all the soft services activities are carried out as per schedule.
- Shall check the client register daily thrice and close the same. If the complaint is recurring then a suitable solution to be suggested to FM Lead to over the same. All such closed issues shall be updated to FM Lead by end of the day.
- Ensure that the response time is maintained for all requests/complaints as per the accepted Turn-around Time.
- Shall monitor the briefing and de-briefing sessions daily and twice in a week to the night shift boys.
- Shall ensure any changes in the process communicated are strictly followed down the line.
- Be proactive by having close co-ordination with Facilities Management Representative.

CANDIDATE SPECIFICATION:

Ideal Experience

- Tertiary qualifications in either BBM/B.Com/BHM essential;
- Excellent people skills and ability to interact with a wide range of client, staff and demands
- Demonstrated experience with tendering and service improvement initiatives required.
- Knowledge of occupational safety requirements
- Strong PC literacy and proven ability to manage daily activities using various systems.