

Job Title

Manager Soft & Technical Services

Job description

- Responsible for both SOFT & TECHNICAL services: managing, coordinating and monitoring the maintenance, repair, construction and administrative activities of carpentry, electrical, plumbing, painting, general maintenance, and Heating Ventilating and Air Conditioning.
- Consistent service delivery to meet the requirements of SLA & Site Specifications, Service Levels, Budget and P&L for the service lines under FM function.
- Planning and deployment of appropriate manpower to achieve the requirements of the defined scope of work in SLA.
- Serviceability of all equipment and upkeep of all tools and tackles required for the function.
- Creating awareness amongst the staff and complying with all HSE requirements.
- Compliance with statutory requirements of labour, Municipal Corporation and HSE.
- Implementing Operational Excellence systems and processes for the function responsible.
- Provide quality, cost-effective training designed to increase individual and organizational productivity and enrichment.
- Create, promote and foster an organizational environment that values development, diversity and growth opportunities for all employees.
- Promote, support and leverage technology resources and tools to improve and enhance workflow efficiency and improve customer service.
- Provide ongoing leadership and support to the organization's succession efforts.

Roles and Responsibilities

Following are the overall duties and responsibilities of a Manager:

- Identify and assess future and current needs through job analysis, career paths, annual performance appraisals and consultation with line managers
- Draw an overall or individualized training and development plan that addresses needs and expectations of the clients.
- Deploy a wide variety of operating methods
- Conduct effective induction and orientation sessions.
- Monitor and evaluate individual KPI, program's effectiveness, success and ROI periodically and report on them
- Manage overall budget
- Provide opportunities for ongoing development and technology.
- Resolve any specific problems and tailor training programs as necessary
- Maintain a keen understanding of business trends, developments and best practices in the industry.

CANDIDATE SPECIFICATION:

- A minimum of 5years' experience as in facility management. (essential)
- Excellent written, verbal and interpersonal communication skills

- Critical thinker with innovative problem solving skills
- Highly computer literate with proficiency in MS Office and related business and communication tools
- Familiar with traditional and modern processes in innovative technology.
- Fantastic organizational and time management skills

Ideal Experience

- Tertiary qualifications in either Graduation/Diploma electrical and A/C
 - ISO certifications (Preferred)
 - Knowledge of occupational safety requirements
 - Strong computer literacy.