

## TERMS OF REFERENCE

**Post:** Director, Facilities

**Reporting relationship:** Managing Director

**Gross Salary:** MVR 36,250

### **RESPONSIBILITIES AND DELIVERABLES:**

1. Develop and implement strategic goals and detailed plans for the Facilities Management Department to ensure the optimal maintenance, improvement, and sustainable growth of all properties under the corporation. This includes identifying long-term objectives, setting performance metrics, and continuously evaluating progress to adapt strategies as needed.
2. Oversee the general upkeep, repair, and maintenance of all residential and commercial properties, ensuring they meet the high standards set by the corporation. This involves establishing and enforcing routine inspection schedules, implementing preventive maintenance programs, and ensuring all maintenance activities are documented and tracked for compliance and performance evaluation.
3. Plan, develop, and implement comprehensive security mechanisms to protect properties and their occupants. This includes assessing security risks, installing and maintaining advanced safety systems (such as CCTV, alarms, and access control), and developing preventive notification systems to quickly respond to potential security breaches or emergencies.
4. Lead and manage all operational activities associated with Facilities Management, ensuring smooth day-to-day operations. This includes providing 24/7 emergency maintenance services, developing rapid response protocols for urgent issues (e.g., power outages, fires, plumbing emergencies), and coordinating with emergency services when necessary.
5. Oversee the planning and development of workforce requirements and training programs for the Facilities Management Department. Ensure staff are adequately trained, certified, and equipped with the necessary skills and tools to perform their duties efficiently. Foster a culture of continuous improvement and professional development.
6. Develop, review, and update policies, standard operating procedures (SOPs), rules, regulations, and guidelines to ensure full compliance with local laws, regulations, and industry standards. Regularly audit these policies to ensure they remain effective and relevant and implement changes as necessary to enhance operational efficiency and legal compliance.

7. Develop and implement detailed maintenance and housekeeping schedules for daily, weekly, quarterly, and annual inspections. Ensure all properties are maintained to the highest standards by proactively identifying potential issues, performing necessary repairs, and conducting follow-up inspections to verify the effectiveness of maintenance activities.

8. Ensure all service contracts, vendor agreements, and maintenance-related agreements are meticulously maintained and managed. Liaise effectively with contractors and vendors, especially during the Defects Notification Period (DNP), to ensure timely rectification of property issues and keep tenants informed about ongoing and completed work.

9. Contribute to the annual budget formulation process by providing accurate revenue forecasts, disbursement requirements, and detailed expenditure plans. Monitor the department's financial performance against the budget, implement cost-control measures, and identify opportunities for financial savings without compromising service quality.

10. Liaise with other departments, foster strong interdepartmental collaboration, and ensuring that the Facilities Management Department supports the broader objectives of the corporation and community.

## **REQUIREMENTS**

MQA level 7 or 8 qualification in Business Administration/ Business Management or any other related field with minimum 10 years of overall experience in relevant field and Minimum 3 years of management experience.

OR

MQA level 9 qualification in Business Administration/ Business Management or any other related with minimum 5 years of overall experience in relevant field and Minimum 3 years of management experience.

## **SKILLS AND COMPETENCIES**

- Develop strategic plans aligned with the corporation's mission.
- Optimize operations, maintenance schedules, and emergency protocols.
- Lead and motivate a diverse team, oversee workforce planning and development.
- Develop and update compliance policies and procedures.
- Manage budgets, monitor expenditures, and control costs.
- Communicate and collaborate effectively across departments.
- Utilize management software and maintenance tools.