



## **JOB DESCRIPTION**

- TITLE:** Director of Facilities Management
- LOCATION:** Shenzhen World Exhibition & Convention Center
- DEPARTMENT:** Facilities Services
- REPORTING TO:** General Manager/President
- DIRECT REPORTS:** Operation Assistant, HSE Specialist, Uniform & Laundry, Housekeeping/Setup Supervisor, Setup crew, Sustainability Coordinator, Janitorial & Housekeeping, Engineer, Plumber, Electrician, Maintenance Technicians, Carpenter, Construction Decorating Manager, Stand Construction Staff
- PURPOSE:** To develop and manage the Facilities Services Department that ensures the safe and effective management of the venue and the safe delivery of event with the overall responsibility to ensure all building facilities are operated in a safe and efficient manner, that the building is maintained to the highest possible standards, that all key projects are effectively delivered and that all systems and technology are managed in-line with appropriate guidance, warranties and best practice. Manage the Facilities team and associated contractors and work closely with the other service delivery departments to ensure high levels of customer satisfaction are consistently achieved.

### **KEY ACCOUNTABILITIES:**

- Ensure that the building is maintained to the highest possible standards and that the building infrastructure and fabric are robustly protected and cared for at all times
- Operating and maintaining the site as a fully functioning and prestigious venue and visitor destination
- Provide effective management of all staff and subcontractors operating within the Facilities Services function
- Responsibility for managing the building maintenance budget and for working with the General Manager in budget setting for future years
- As a key member of the senior management team, contribute to strategic plans and objectives
- Provide positive leadership, professional expertise, and direction in the planning and execution of high quality building facilities and all services pertaining to the support of quality event delivery

- Negotiation agreement and management of associated service level agreements with external service providers e.g. cleaning, etc.
- Identifying and facilitating discussion and decisions about issues affecting events ensuring the successful production of events
- Develop and implement policies and procedures relative to the facilities services operational areas
- Develop and implement facilities management services to support event planning and delivery in line with company event management procedures
- Maintain records and input information using the company chosen event management software program
- Ensure all information is communicated effectively with internal departments and external customers/contractors
- Develop good relationships with relevant authorities and emergency services ensuring a quality relationship is in place and ongoing management of these relationships
- Development of health and safety policies and procedures in collaboration with the Director of Safety & Security
- Ensure that all staff and incoming contractors adhere to the venue license conditions and Health and Safety Regulations
- Responsible for safe operation and maintenance of the mechanical and electrical building services
- Ensure all plant and equipment is tested and maintained at the correct intervals recommended by the manufacturers and in line with industry standards
- Ensure all staff and sub-contractor are trained and experienced in their appointed role and keep training records of internal and external sub contract staff
- Establish and monitor safe systems of work that are appropriate for the venue and the incoming events
- Undertake and record maintenance and repairs undertaken
- Produce and ensure that planned preventative maintenance programs are created and managed effectively to ensure the continual smooth running of the building and continuous delivery of client services within the departments remit
- Manage and maintain any fixtures and fittings along with any and all internal equipment utilized by other departments that fall within the positions scope as allocated by the General Manager
- Liaise with the key stakeholders on precinct and property management issues
- Develop emergency procedures, contingency plans and ensure all staff are trained and competent in their execution
- Develop risk assessment procedures
- Develop facilities services team and provide effective leadership
- Be in attendance at events as required
- Development and implementation of the Transport Policy in collaboration with Director of Safety & Security
- Any other duties as required by General Manager

**SKILLS & COMPETENCIES:**

The ideal candidate will possess the following:

- Commercially astute, articulate, technically strong, dynamic, insightful and influential leader with the ability to operate at both strategic and operational levels
- Experience in a large exhibition, convention center or multi-purpose venue preferred
- A demonstrated knowledge of the management of event, exhibition and convention or entertainment venues
- A proven track record in the senior management of building management systems, maintenance teams, custodial functions in various areas including: M&E, Housekeeping and Health & Safety management
- A track record of excellent project management skills on large scale projects
- Excellent communication, interpersonal skills and organizational ability
- Strong computer skills including MS Office
- Ability to handle high levels of pressure and critical decision-making
- High integrity and openness combined with commitment to good governance
- Energetic, highly motivated, with an enquiring mind and passion for excellence and innovation in pursuit of business growth and success
- Ability to work with and maintain highly confidential information is required
- A creative problem solver when there is no precedent/solution
- An interest in technical applications and developments for improved client service
- A relish for defining systems and process improvements
- Ability to work irregular hours that may vary due to functions and may include day, evening, weekends and holidays
- Bachelor degree required.
- Good command of English language, both oral and written, required
- Good command of Mandarin language, both oral and written, preferred