

Facilities Manager

If you are interested in the job position: Facilities Manager, please submit your résumé and details of your current place of employment, position and salary to the following address, with the subject [**Facilities Manager Position Application**]:

enquiry@thepremieroutlets.com

Reports to	General Manager	Function / Region	Operations / China
Location	Centre	Band / Salary	T.B.C.

Purpose

To provide a pro-active, efficient and effective facilities operations / management and health, safety and security service in the centre, ensuring high standards are maintained to enhance the customer experience. Responsible for ensuring the smooth transition of tenants entering and exiting the centre and store refurbishments as necessary.

Key Accountabilities

- Responsible for the facilities management of the centre, ensuring the smooth running of day-to-day activities and resolution of issues quickly and effectively to maintain a safe and pleasant environment for customers.
- Liaise with the Chief Operating Officer/ Property Director, providing proposals for all existing and new facilities contracts, in order that consistency is achieved and budget and expenditure is managed.
- Develop and communicate facilities management "Best Practice" and continue to look for new initiatives and changes to develop the business, protect the asset and optimise costs.
- Develop, implement and review risk management and disaster recovery policies and procedures to ensure the continuing safety and protection of the centre and its occupants.
- Meet regularly with contractors, such as cleaning, security and on-site maintenance, to ensure standards are maintained and all tenants carry out their maintenance requirements in order to protect the company assets.
- Develop and maintain close working relations with tenants to facilitate the flow of information and ensure that maintenance requirements and store fittings are managed proactively and effectively, particularly when tenants are introduced to the centre or exiting the centre.
- Liaise with the security team to ensure the smooth running of day-to-day security, developing and implementing processes and coordinating risk assessment.
- Organise fire training, drill practice and first aid requirements for the centre, in order to ensure staff are fully conversant with procedures and that health and safety and environmental issues are managed correctly.
- Manage all utilities services at the centre, such as electricity, gas and water, in order to ensure quality of service, cost-optimisation and best practice implementation.
- Keep up to date with changes in relevant health and safety, fire and building regulations, ensuring implementation and monitoring of regulations.

- Recruit, manage, motivate and develop direct reports to ensure that they achieve their potential and that their performance contributes to the achievement of business objectives.
- Manage the facilities budget and contribute to the annual and 3-year business plans for the centre to ensure cost optimisation.

Dimensions

Role holder may manage Facilities Assistant Manager (depending on the size of the Centre).

Organisational Chart

Reporting lines and structures will change depending on location.

Key Relationships

Internal	External
General Manager	Customers
Property Director	Brand Partners
Chief Operating Officer	Contractors / suppliers
Centre Team	Local Authority
Leasing / Marketing Team	Insurance Company
Head Office (HR / Accounts)	

Competencies

- Customer Focus
- Operational Efficiency
- Results Focus
- Communication and Listening
- Leadership
- Teamwork
- Problem Solving
- Handling Multiple Priorities

Knowledge and Skills

- Educated to Degree qualification and or relevant Facilities qualification preferred
- Languages, Chinese & English
- Proven facilities management experience essential
- Retail experience is desirable
- Relevant Health and Safety qualifications
- Customer service experience and awareness
- Team management experience
- Excellent communication skills
- Analytical
- IT skills: Intermediate Word, Excel, Outlook and PowerPoint