

**FORM 5.5.05A  
POSITION DESCRIPTION**



**IDENTIFICATION**

Position Title: **General Manager Estates Services**                      Position Number: **LPM004**

Section: **Estates & Infrastructure Services (E & I)**                      Department: **Maintenance Operations**

Location: **Fiji - Laucala Campus**                      Level: **Senior Staff**      Band: **4**

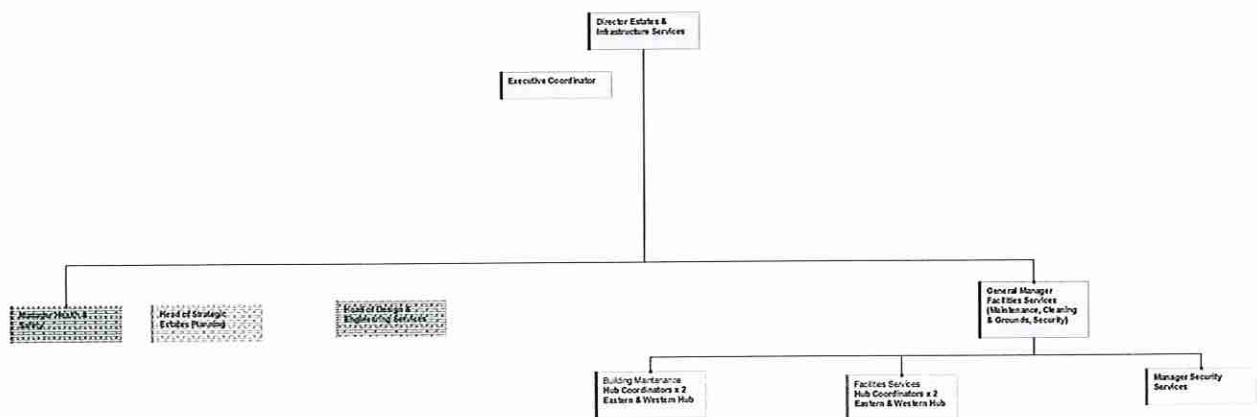
Reports to: **Chief Operations Officer**                      Supervised by: **Director E & I Services**

**PURPOSE**

The General Manager Estates Services oversees maintenance services across all USP Campuses and Centres, responsible for the planning and implementation of the maintenance programs and facilities services throughout the 14 campuses and centres. The position deputizes for the Director Estates & Infrastructure.

**NATURE AND SCOPE**

Estates and Infrastructure Services is responsible for strategic management and oversight of the University’s Estates, across all campuses and centers throughout its 12-member countries. The sections responsibilities include Strategic Asset Management, Facilities Management Services including Security Services, Design and Project Management Services, as well as Occupational Health, Safety, Sustainability and DISMAC Services.



Reporting to the Director of Estates & Infrastructure Services, the General Manager Estates Services operates with a high level of autonomy and is required to provide strong leadership, innovation, facilities management advise. The responsibility includes deputizing for the Director as required. The incumbent will display a key commitment to quality assurance, safety & risk management, operational efficiency, local legislative and university policy compliance. The incumbent will assist the Director E&I Services to implement strategies for the Estates that

support the University's Strategic Plan Priorities and Objectives and is a key advisor on matters related to maintenance services.

The General Manager Estates Services is accountable to the Director Estates & Infrastructure Services for:

1. **Strategic Leadership:**

Develop and implement strategic plans for facilities management in alignment with USP's goals and objectives.

Lead and manage the Facilities Services team, fostering a culture of excellence and continuous improvement.

2. **Operational Management:**

Oversee the management of all facilities services, maintenance, repair, and improvement of all university buildings, grounds, and infrastructure in accordance with estates policy, university and industry best practice and standards.

Ensure compliance with health, safety, and environmental regulations.

Manage contracts and relationships with external service providers and contractors.

Ensure disaster management planning, training, and responses are delivered effectively, prioritize life and USP business operations.

3. **Budget and Resource Management:**

Develop and manage the annual budget for Facilities Services.

Optimize the use of resources to achieve cost-effective operations.

Monitor and report on financial performance and operational efficiency.

Manage the Helpdesk/Operations Centre Services.

Ensure the necessary staff and contractor inductions, planning and implementing the training and development programs.

Ensure all equipment and resources are in place including for workplace safety, sustainability, health and wellness.

4. **Project Management:**

Lead and coordinate any assigned capital projects, including new construction, renovations, and major repairs.

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Ensure projects are completed on time, within budget, and to the required quality standards.

5. **Sustainability Initiatives:**

Promote and implement sustainable practices in facilities management.

Develop and oversee initiatives to reduce the university’s environmental footprint.

6. **Stakeholder Engagement:**

Collaborate with academic and administrative departments to understand and meet their facilities needs.

Communicate effectively with internal and external stakeholders, including government agencies and community partners.

**POSITION DIMENSIONS**

Staff responsible for: up to 44

Limits of Authority

Financial: TBA

Non-Financial: Approve all Maintenance requests

<p><b>Internal</b>                  Chief Operating Officer, Director E&amp;I, other SMTs, Heads of Schools, Heads of Sections, Campus Directors, Project Managers at E&amp;I, Staff of Finance and ITS sections, Manager Procurement, Director Commercial, HR</p>	<p><b>Purpose of contact</b></p> <ul style="list-style-type: none"> <li>• Maintenance Planning</li> <li>• Projects and New Works</li> <li>• Inspections and approvals.</li> <li>• Stakeholder Consultations</li> <li>• Logistics Services</li> <li>• Events Setup</li> <li>• Finance Management</li> </ul>
<p><b>External</b>                  TEFMA Partners and Other University Estates Teams, Asset Management Professionals and Consultants, Government Departments, Local Authorities, Contractors, Consultants, Suppliers and other Service Providers.</p>	<p><b>Purpose of contact</b></p> <ul style="list-style-type: none"> <li>• Strategic Planning Advice and Benchmarking</li> <li>• Property Administration, Compliance and Regulatory and Statutory approvals</li> <li>• Planning Approvals</li> <li>• Stakeholder engagement</li> <li>• Survey matters, cost planning and value management</li> </ul>

TERMS AND CONDITIONS/POSITION ENVIRONMENT

Salary: Senior Staff Level 4

Length of contract: **3 Years (renewable)**

Other Benefits: TBC

**POSITION SPECIFICATION:**

Competencies

*Educational Qualification*

It is essential that the appointee possess;

A degree and a postgraduate qualification from a relevant discipline (Engineering, Operations Management, Project Management, Management); and

*Experience*

Six (6) years of relevant experience and proven management expertise (field of Property and Facilities Management, Construction Management, Project Management, Engineering, Business Administration or equivalent).

It is essential that the appointee have:

- Extensive experience in managing large property portfolios, particularly with regards to maintenance operations, facilities management services or operations management.
- Extensive experience in the development, implementation, monitoring and reporting of maintenance programs and facilities management.
- Sound working knowledge of Financial Management in reviewing Operating and Capital Budgets and the review of financial reports against budgeted expectations and annual plans.
- Extensive experience managing specialist teams located over multiple locations.
- Good knowledge and experience with Health and Safety Regulations
- Excellent skills in communication at all levels and within diverse cultures.

It is desirable that the appointee have:

- Experience from the Pacific region

*Skills*

It is essential that the appointee has strong:

- Organizational and human resource management skills.
- Customer service focus.
- Written and spoken English language skills.
- Interpersonal skills.

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*Personal Qualities*

It is essential that the appointee is:

- A leader that inspires the team
- Self-motivated and is a team player
- A driver of innovation and positive change
- Able to work in a multi-cultural environment
- Outcomes focused
- Committed to the organization

ACCEPTANCE

Name: \_\_\_\_\_ Staff ID: \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Head of the Section's Signature: \_\_\_\_\_ Date: \_\_\_\_\_