

IDENTIFICATION

Position Title: **Manager Maintenance Services (Hard FM)**

Position Number: **LPM 049**

**Section: Estates & Infrastructure Services
(E &I)**

Department: **Maintenance Operations**

Location: Fiji - Laucala Campus

Level: **Senior Staff** Level: **3**

Reports to: **Director E & I Services**

Supervised by: **General Manager, Facilities Management Services**

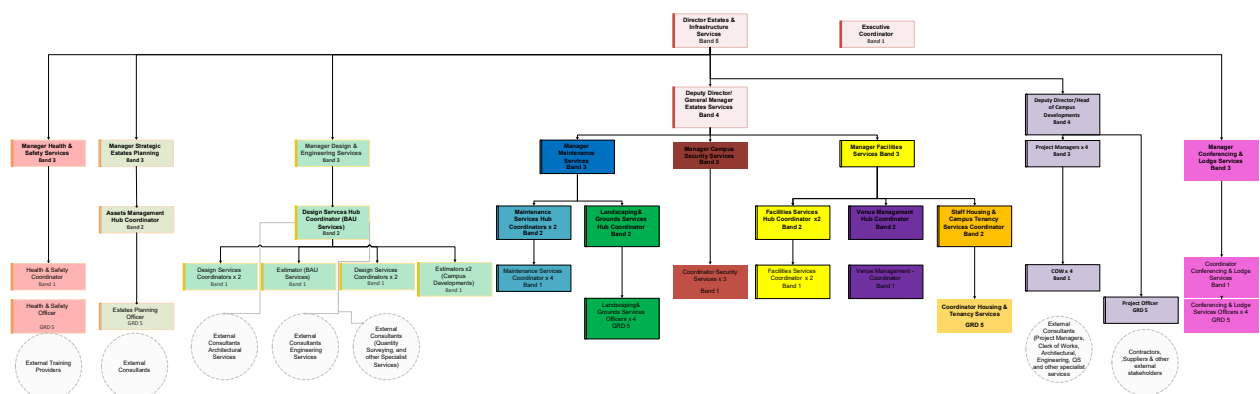
PURPOSE

The Manager Maintenance Services (Hard FM) is responsible for the leadership, planning, management, and continuous improvement of maintenance services across the University's physical asset portfolio, including buildings, engineering services, infrastructure, utilities, and associated facilities.

NATURE AND SCOPE

Estates and Infrastructure Services is responsible for strategic management and oversight of the University's Estates across all campuses and centres throughout its 14 campuses across 12 countries operating in diverse regulatory, economic, and infrastructure contexts.

The section's responsibilities includes Strategic asset management and master planning, Capital works and infrastructure delivery, Facilities operations and maintenance , Utilities and critical infrastructure (water, power, sewer), Property and land management, Staff housing and residential services, Commercial tenancies and campus service operations, Lodge and accommodation services, Occupational health, safety and compliance, Disaster management (DISMAC) and operational resilience, Campus security services, Contractor management, & Development partner and externally funded capital programs



POSITION DESCRIPTION

Reporting to the General Manager, Facilities Management Services, Manager Maintenance Services (Hard FM), provides strategic leadership for preventive, corrective, and lifecycle maintenance programs, ensuring that University assets are managed safely, efficiently, sustainably, and in accordance with legislative requirements, University standards, and international best practices. The position is also responsible for asset performance, contractor management, maintenance budgeting, compliance, business continuity, and emergency response planning.

The Manager Maintenance Services (Hard FM) is responsible for developing and implementing maintenance strategies, policies, standards, systems, and programs that optimize asset performance, reduce lifecycle costs, improve reliability, and support the University's Strategic Plan.

The position provides leadership and oversight for:

- Building maintenance services.
- Electrical infrastructure.
- Mechanical infrastructure.
- Plumbing systems.
- Civil infrastructure.
- Utilities management.
- Asset management systems.
- Contractor and vendor management.
- Compliance and statutory maintenance programs.
- Sustainability and infrastructure efficiency initiatives.
- Emergency maintenance and business continuity programs.

KEY RESULTS AREA/ RESPONSIBILITIES

Key Responsibility Areas	Key Performance Indicators	Percentage Rating
Maintenance Operations & Service Delivery	Delivery of preventive, corrective, reactive and emergency maintenance services across all campuses; achievement of service level targets; reduction of maintenance backlogs; customer satisfaction.	30%
Strategic Maintenance & Asset Management:	Development and implementation of maintenance strategies, asset lifecycle plans, asset condition assessments, preventive maintenance	15%

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	programs, maintenance standards, and asset renewal plans.	
Financial Management & Budget Control:	Preparation and management of maintenance budgets, forecasting, expenditure control, procurement planning, lifecycle costing and cost-saving initiatives.	15%
Contractor & Vendor Management:	Contract administration, contractor performance management, SLA compliance, procurement support, supplier relationship management and service quality assurance.	10%
Compliance, Health, Safety & Risk Management:	Compliance with statutory requirements, audits, inspections, safety performance, risk mitigation, incident management and business continuity requirements.	10%
Leadership & People Management:	Leadership, workforce planning, staff development, performance management, succession planning and team capability development.	10%
Capital Works & Infrastructure Support:	Technical input into capital projects, maintainability reviews, commissioning, asset handover and infrastructure renewal support.	5%
Sustainability & Continuous Improvement:	Energy efficiency initiatives, water conservation, asset optimization, innovation programs and infrastructure improvement proposals.	5%

POSITION DIMENSIONS

Staff responsible for: up to 33

Limits of Authority

Financial: TBA

Non-Financial: Approve all Maintenance requests

Internal Campus Directors, School & Section Administrators/Space Coordinators, Design Coordinator, Project Managers, Manager OHS	Purpose of contact • Maintenance Services • Projects and New Works • Inspections and approvals.
External Contractors, Suppliers, Consultants, regulatory and statutory authority inspectors	Purpose of contact • Contractor Management • Project works • Compliance Certification

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 postgraduate qualification in Engineering, Operations Management, Project Management, Management or a relevant discipline, together with at least five (5) years' relevant experience in the field of Property and Facilities Management, Construction Management, Project Management, Engineering, Business Administration or equivalent and demonstrated management expertise; or
- A degree or professional qualification in Engineering, Operations Management, Project Management, Management or a relevant discipline, together with ten (10) years' relevant experience in the field of Property and Facilities Management, Construction Management, Project Management, Engineering, Business Administration or equivalent, including at least five (5) years' relevant management experience.

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.
- Demonstrated experience managing Hard FM services across a large property portfolio.
- Experience with asset lifecycle management and maintenance planning.

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- 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.
- Experience leading outsourced service contracts and contractors.
- Knowledge of health, safety, risk, and statutory compliance requirements.
- 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.

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: _____