

# JOB PROFILE

## Position Detail

<b>CURRENT JOB TITLE</b>	Department Manager: Facilities Maintenance Management	<b>JOB GRADE</b>	D4 (R 835 567,55)
<b>PROPOSED JOB TITLE</b>			
<b>JOB CODE</b>			
<b>DEPARTMENT</b>	Facilities Maintenance Management		
<b>DATE REVIEWED</b>	02.2021		
<b>LOCATION</b>	Rosslyn		
<b>EMPLOYMENT STATUS</b>	Permanent		
<b>PURPOSE STATEMENT</b>			
<p>Management of the various construction and operations' functional areas, to maintain the quality, safety, sustainability and profitability of the assets. General maintenance to ensure optimum occupancy. Support the growth and development of the organisations infrastructure asset base.</p>			
<b>POSITION IN THE ORGANISATION</b>			
<b>LINE MANAGER</b>	Executive Manager: Operations		
<b>POSITION</b>	Department Manager: Facilities Maintenance Management		
<b>SUBORDINATE</b>	Technical Facilities Maintenance Supervisor; Construction Supervisor; Operations Helpdesk Administrator		
<b>SUBORDINATE (2<sup>ND</sup> LEVEL)</b>	See Organogram		
<b>SUBORDINATE POSITIONS</b>			
<p><i>Please provide job titles of subordinates and total number of employees per job title (organogram can be inserted)</i></p>			

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## 1. POSITION DESCRIPTION

MAIN OUTPUTS AND RESPONSIBILITIES FOR THIS POSITION – <i>(Please provide a short description under each heading/output)</i>	TIME SPENT
<p>1. Department Management</p> <ul style="list-style-type: none"> <li>• Plans, directs and co-ordinates the operations of the department</li> <li>• Plans and implements procedures and systems to maximize operating efficiency</li> <li>• Ensures compliance with policies and practices and contributes to the development and implementation of AIDC policies and procedures, consistent with the AIDC strategic direction</li> <li>• Establishes and maintains controls</li> <li>• Compiles, reviews, updates and maintains the Departmental Risk registers in line with AIDC's risk management process</li> <li>• Manages compliance to the Enterprise Resource Planning system policy, processes and operational requirements</li> <li>• Manages the departmental budget</li> </ul>	20%
<p>2. Operations and Services Management</p> <ul style="list-style-type: none"> <li>• Plan, monitor and control services, commitments, deliverables and Service Level Agreements</li> <li>• Participate in Services Forums and Committees</li> <li>• Attend monthly meetings with tenants and service providers.</li> <li>• Check and authorize all invoices from service providers and contractors</li> <li>• Prepares billing for finance to invoice</li> </ul>	20%
<p>3. Infrastructure Development</p> <ul style="list-style-type: none"> <li>• Plan, implement and monitor all infrastructure development projects</li> <li>• Construction contract management including dispute resolution</li> <li>• SHEQ management of infrastructure planned outcomes</li> <li>• Ensure compliance to regulatory requirements                             <ul style="list-style-type: none"> <li>• National Building Regulatory Standards</li> <li>• Municipal Building Standards</li> </ul> </li> <li>• Costs and budget management</li> <li>• Risk management</li> <li>• Vendor and contractor relationship management</li> </ul>	20%
<p>4. Infrastructure Maintenance</p> <ul style="list-style-type: none"> <li>• Implement and monitor all infrastructure maintenance plans</li> <li>• Planned Utility Maintenance to ensure optimum performance to specification</li> <li>• Emergency maintenance responses</li> <li>• Continuous Improvement processes within the AIDC business</li> </ul>	10%

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MAIN OUTPUTS AND RESPONSIBILITIES FOR THIS POSITION – <i>(Please provide a short description under each heading/output)</i>	TIME SPENT
environment	
<p>5. Reporting</p> <ul style="list-style-type: none"> <li>• Provide regular (including monthly and annual) feedback to the Executive Manager Operations regarding the performance of functional areas and service providers,</li> <li>• Report any concerns and incidents</li> <li>• Report to M&amp;E monthly</li> <li>• Project reporting monthly</li> </ul>	10%
<p>6. Stakeholder Relationship Management</p> <ul style="list-style-type: none"> <li>• Establish and maintain good relationships with tenants, clients and stakeholders regarding construction and operations' facilities and services</li> <li>• Set up regular meetings with clients, and development and facilities' service provider management and contractors</li> </ul>	10%
<p>7. People Management</p> <ul style="list-style-type: none"> <li>• Manage employees as appropriate within the department to optimise business performance and the service to customers.</li> <li>• Ensure staff have the required skills and experience to execute their tasks.</li> <li>• Conduct Performance Planning Sessions.</li> <li>• Compile the Performance Management (KRA) documentation in collaboration with the staff member in terms of:               <ul style="list-style-type: none"> <li>• Job Profile requirements</li> <li>• Strategic Performance Objectives</li> <li>• Key Performance Areas</li> <li>• Personal Development Plan</li> </ul> </li> <li>• Track and monitor performance in accordance with policies and procedures and performance planning documentation.</li> <li>• Continuously provide feedback and coaching to ensure that the staff member/s performs at optimum productivity level.</li> <li>• Conduct performance reviews in accordance with policies and procedures and take corrective actions where necessary.</li> <li>• Appraise performance at the end of each performance period in accordance with policies and procedures.</li> </ul>	10%
<b>TOTAL</b>	<b>100 %</b>

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## JOB EVALUATION CRITERIA

<b>A) KNOWLEDGE AND SKILLS</b>	
<b>FORMAL EDUCATION</b>	<ul style="list-style-type: none"><li>• Bachelor's Degree in the built environment</li></ul>
<b>TECHNICAL/ LEGAL CERTIFICATION</b>	<ul style="list-style-type: none"><li>• Construction Project Management Certificate</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• 8 plus years with 3 in management</li></ul>

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## 2. COMPETENCIES

COMPETENCIES		
KNOWLEDGE	SKILLS	ATTRIBUTES
Building Regulatory Environment	Advanced Computer Literacy	Tact
Administration Systems	Advanced Communication	Innovation
CRM	Problem solving	Time Management
Workplace Law	Decision making	Attention to detail
Law of Contracts	Inter personal	Honesty
Policies and Procedures	Negotiation	Ability to work under pressure
Environmental Act	Presentation Skills	Integrity
PFMA/ SCM	Conflict / Dispute Resolution	Diligence
Project Management	Written communication skills	Resilient
SHEQ	PLOC	Ability to think laterally
	Facilitation	Responsiveness
	Coaching / Mentoring	Decisive
	Administrative	
	Report writing	
	Relationship versatility	
	Performance Management	
	Project Management	
	SCM	

## 3. OTHER SPECIAL REQUIREMENTS

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## B) DECISION MAKING

What are the most regular and complex challenges in the job? Please provide a couple of examples of regular problems that need to be resolved and not ad hoc scenarios or cases. Also indicate how these problems or challenges will be resolved.

- Constant Non-routine Problem Solving
- Prioritising resource utilisation – Urgent/Important Issues
- Dynamic nature of the costing sensitivities in the market – concept funding to plan vs. market costs movements over time
- Regulatory environment vs. business requirements

Please name the resources utilised by the jobholder to solve problems or make decisions, e.g. the internet, manuals, policies, procedures, external resources, etc.

- Company policies and procedures, internal and external resources, regulatory framework

Please provide the typical planning cycle of the job – macro as well as micro planning, e.g. macro – 3 – 5 years and micro – 1 year. Also provide examples to elaborate on the answer.

- Macro – 3-5 year business planning
- Micro – Annual, quarterly and monthly

How long will it normally take before the impact of the judgement calls made by the jobholder will be felt in the business?

- Immediate and very long term

What type of practices, procedures, policies, systems or outputs does the jobholder influence or change in his/her role as a Professional/Technical consultant or specialist – operational, tactical or strategic? Please apply the 60/40 rule and provide examples to elaborate on the answer.

- Policies, procedures and practices
- Business plans

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## C) ACCOUNTABILITY

What type of decisions can the jobholder take within his/her area of accountability and what type of decisions will typically be referred to the direct manager for sign off? Please provide a couple of examples of regular decisions/problem solving or judgement calls and not ad hoc scenarios or cases.

### **Jobholder accountability**

- Within delegated authority
- Regulatory requirements

### **Referral to Line Manager for approval**

- Above refer for authorisation

## D) COMMUNICATION

Please provide examples on the context, range and complexity of subject matters being communicated by the jobholder as well as the context, format and process of communication used to reach the target audience. Please refer to both verbal and written communication.

*(Concentrate on issues that make the communication process complex, e.g. communicating information to an audience that is not familiar with the concepts and technology, communicating to an audience that has their own opinions and the subject matter is of such a nature that no single interpretation can definitely be shown to be correct and the jobholder has to persuade the audience under these circumstances of what he/she thinks the best practice is, etc.)*

- Verbal – networking, negotiations, presentations, facilitation of discussions, engagement with stakeholders, and the like
- Written – operational plans, presentations – internal and external, e-mail, network correspondence, reports, tenders documents,

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## INCUMBENT

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

## APPROVED BY LINE MANGER

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

## CONFIRMED BY HR

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