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| **Job Title:** Facility Engineer (ADDC) | **Division/Department:** Operations |
| **Reports To:** Facility Manager | **Work Location:** Project Specific |
| **Grade:** C2 - A |  |
| **About EFS**  Established in 2001, **EFS** Group is a global leader in integrated facilities management services with 75 service lines under 15 business verticals, and operations across 23 international markets. Creating sustainable value for clients and communities, the group delivers disruptive solutions that cater to some of the industry’s most complex needs, spanning sectors including infrastructure and security as well as hospitality and leisure. Home to 25,000 employees from different cultural and professional backgrounds across 30-plus offices, **EFS** prioritizes embracing and empowering its workforce. **EFS** is an ISO-certified, award-winning, and credible choice among multinational companies, and government agencies as well as maintaining its reputation and trust working with 500 fortune companies. **EFS** Group is a people-first organization that prioritizes employee well-being and fosters a diverse, inclusive work environment for career advancement through tailored learning and development programs. With a focus on client retention, innovation, and digital transformation, **EFS** Group is a trusted and agile facilities management services provider, offering a comprehensive portfolio of solutions, including technical operations, maintenance, soft services, and sustainability initiatives. Our commitment to excellence, compliance, and delivering maximum value to clients and stakeholders sets us apart in the global facilities management industry. |
| **Purpose of the role:**The purpose of the role is to lead all site-related activities based on agreed strategies and plans, being directly responsible for on-ground facility operations. This role includes maintaining clear communication channels between the client and the internal team. Mobilizing the team, the focus is on delivering world-class facilities management services and meeting contractual obligations. The role demands consistent adherence to high standards of safety, efficiency, and quality.**The role includes but is not limited to:****Objectives:*** Develop and implement strategies to optimize all facility activities, including preventive and corrective maintenance, utility management, waste management, and variation work proposals
* Establish and nurture strategic relationships with contractors and service providers to ensure comprehensive coverage of all facility operations, fostering a collaborative and efficient working environment
* Implement a robust sub-contractor performance management system to ensure the effectiveness and engagement of external partners in facility operations
* Provide innovative and technically sound solutions for operational challenges, leveraging expertise and judgment to enhance overall facility performance

**Operational Excellence:*** Develop comprehensive Planned Preventive Maintenance (PPM) plans and checklists to optimize equipment performance, reduce downtime, and contribute to overall business efficiency
* Maintain an updated asset register on-site, contributing to effective asset management and supporting accurate financial reporting
* Review tools, equipment, machines, and material availability on-site to ensure efficient resource utilization, contributing to cost-effectiveness and business growth
* Utilize the Computer-Aided Facility Management (CAFM) system for PPMs, reactive calls, inspections, and other operational activities, enhancing overall business efficiency
* Contribute key inputs for daily, weekly, and monthly reports to the administration, providing insights for continuous improvement and informed decision-making

**Project Management:*** Conduct frequent site visits and inspections to ensure work process efficiency, quality control, and adherence to project timelines
* Report critical issues and escalations to the facility manager promptly, facilitating quick resolution and minimizing project disruptions
* Implement periodic audits of team performance, providing constructive feedback and insights to enhance overall project management effectiveness
* Raise material requests and coordinate with the procurement department for timely delivery, ensuring project timelines are met without delays
* Promote and implement green initiatives that drive sustainability within facility operations, aligning with corporate social responsibility and environmental goals

**Key Result Areas**

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| **Result Area** | **Performance Indicator** |
| Operational Efficiency | Timely and effective maintenance of facilities, minimizing downtime, and optimizing operational performance.Successful completion of facility improvement projects within budget and timelines, effective coordination with stakeholders, and adherence to project specifications. |
| Compliance and Safety | Adherence to safety standards and regulations, successful safety audits, and implementation of safety protocols. |
| Cost Management | Efficient resource allocation, reduction in operational costs, and achieving budget targets. |
| Client Satisfaction | Positive feedback from clients and occupants, timely resolution of facility-related issues, and maintaining strong client relationships. |
| Sustainability Initiatives | Implementation of energy-saving measures, waste reduction strategies, and achieving sustainability targets. |
| HSE Compliance | Adherence to HSE regulations and proactive management of safety risks. |

**Qualification / Experience**

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| Education | * Bachelor’s (Technical / Commercial) degree minimum
* M Tech / ME. Preferred
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| Experience | * 5+ years of experience
* Industry: Facilities Management / Projects / Technical Consulting / Real Estate Management / Community Management / Construction /
* Previous Role: Engineering Coordinator, Facility Supervisor, Maintenance Engineer
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| Knowledge & Key Skills | * Excellent technical knowledge of HVAC, MEP, Firefighting fire alarms, and low current systems.
* Excellent troubleshooting and problem-solving skills.
* Excellent understanding of maintenance procedures.
* Read and understand as-built drawings, O&M manuals, commissioning reports, and equipment schedules.
* Knowledge of system capacities and models.
* Excellent written and verbal communication skills.
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**Stakeholder Engagement & Job Context**

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| **Stakeholder Engagement** |
| **External** | **Internal** |
| Service Providers | Senior Management |
| Contractors | Support Functions |
| Suppliers | FM Teams |
| Clients |  |
| **Job Context:** Site-based with frequent Office visits, and potential exposure to various environmental conditions. |

**Functional Competencies**

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| **Functional Competencies** | **Minimum Level of Proficiency (Scale of 1-5)*****\*1 being minimum and 5 being maximum*** |
| Data Literacy | 3 |
| Time Management | 4 |
| Team Collaboration | 4 |
| Analytical Thinking | 3 |
| Organizational Skills | 4 |
| Client-Focused Service Delivery | 3 |

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**Approvals and version history**

**Document Owner -** HR Head

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| **Version** | **Date** | **Description of change** | **Compiled/ changed by** | **Reviewed by** | **Approved by**  | **Approved by** |
| **1.0** | 10/12/2023  |   | Manager – PM & SP | Sr. General Manager – Talent Acquisition & Talent Management | Head of the Department (HOD) | Group Director - HR |
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