



**MINISTRY OF EDUCATION & YOUTH
(VOCATIONAL TRAINING DEVELOPMENT INSTITUTE)
JOB DESCRIPTION AND SPECIFICATION (Proposed)**

JOB TITLE:	Manager, Office Services and Facilities Management
JOB GRADE:	(To be determined)
POST NUMBER:	
INSTITUTION:	Vocational Training Development Institute
DEPARTMENT/SECTION:	Administration/Procurement
REPORTS TO:	Vice- Principal Administration
MANAGES:	Maintenance Officer, Driver, Safety & Security Officer , Cleaner/Attendant Groundsman, Office Administrator

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/revised

Strategic Objectives of the Institution;

Job Purpose

Under the general direction of the Vice Principal - Administration , the Manager- Office Services and Facilities Management, is responsible management of the day to day operations and for developing, executing and monitoring all buildings, equipment, maintenance and upgrade works, projects and schedules for the VTDI. The incumbent will be responsible for the preservation and enhancement of the physical assets and for facilitating a comfortable working and learning environment, conducive to high levels of staff and student morale and productivity.

Key Outputs

- Annual Operation/Work Plan prepared;
- Annual Budget prepared and managed.
- Policies and procedures developed and administered
- Safety and security programmes developed and implemented
- Maintenance and repairs trouble shoot and scheduled
- External Contactors monitored
- Security personnel managed
- Procurement contracts prepared
- Plant services coordinated and managed
- Risk mitigation strategies identified/developed/managed

Key Responsibility Areas:

Technical / Professional Responsibilities:

- Plans, organizes, maintains, and manages the operations of the VTDI facilities and general infrastructure systems; Establishes and monitors preventative maintenance processes and facility inspection on an on-going basis;
- Develops, recommends, and administers policies, procedures, and processes in support of grounds and building maintenance operations; implements and monitors compliance with approved policies, procedures, and processes;
- Manages the development and implementation of a safety and security program for the institution that proactively seeks to identify and eliminate risks to the health and safety of staff/students/guests; Ensures compliance with all environmental/hazardous waste, waste management and recycling regulations;
- Collaborates with Administration to coordinate essential support at campus hosted special events, functions, conferences, athletic events, and related campus events;
- Trouble-shoots and schedules preventative maintenance and repairs of electrical, and plumbing

systems, fire and security alarm systems, building and grounds;

- Monitors contractors for emergency and miscellaneous facility repairs and improvements as agreed by Administration;
- Establishes and monitors schedules for the maintenance and upgrade of buildings, utilities, and signage for the Institution;
- Coordinates the duties of Security Personnel and monitors the safety and accessibility of the VTDI and its facilities.
- Monitors and oversees the work of external contractors to ensure terms of agreements are met and work is completed satisfactorily.
- Coordinates the Emergency Management System especially during emergencies and extreme weather events and serves on the Disaster Recovery Team.
- Liaises with the Procurement Section in preparing contract and procurement documents for the acquisition of supplies and services;
- Oversees and ensures the coordination and operation of plant Services aimed at ensuring a clean, sanitized, comfortable and facilitating working environment, conducive to the achievement of high levels of staff/students/guests morale and productivity;

Management/Administrative Responsibilities:

- Provides technical advice to the Principal and Vice Principal Administration and recommends solutions regarding the facilities and its needs;
- Participates in the development and administration of grounds and building maintenance budget;
- Develops and oversees the implementation and monitoring of the unit's Operational and Work plans;
- Monitors, reviews and evaluates the performance of contracted service providers and takes the lead on improvement initiatives;
- Reviews requisitions to ascertain the need for goods and services, the most economical prices and quality requirements;
- Ensures the management of the affairs of the institution is conducted in accordance with relevant policies, procedures and regulations;
- Reviews requisitions to ascertain the need for goods, cost effectiveness, quality and that expenditure are within budget;
- Leads the process in the development and implementation of relevant and appropriate policies, procedures and standards;
- Leads, prioritises and manages the day-to-day operation of the Unit to ensure the effective management of operations and that goals and objectives are being met;
- Ensures adherence to standard operating procedures and policies to maximize efficiency and work quality;

- Builds and maintains professional relationships with external and internal clients of the institution;
- Reviews best practices and recommends strategies that will improve the inventory maintenance function;
- Provides guidance to staff through coaching, mentoring and training, providing assistance and support as needed;
- Ensures that staff is aware and adheres to the policies, procedures and regulations of the institution;
- Identifies development programmes and makes recommendation for staff to attend such programmes;
- Ensures that the necessary tools, equipment and furniture is identified and provided for productive work;
- Ensures the maintenance of accurate and complete records of the administration of programs, both electronic and paper.

HR Responsibilities

- Provides leadership to staff through effective objective setting, delegation and communication;
- Identifies and manages the developmental and welfare needs of staff in the Unit;
- Collaborates with the Human Resource Management Section in developing and implementing a succession planning programme;
- Fosters teamwork and a harmonious working environment and promotes collaborative working across Unit;
- Ensures that training and other development needs of employees are adequately identified and addressed;
- Develops and manages the performance of staff, including transferring skills, motivating staff through coaching and mentoring, arranging for training, setting performance targets, monitoring performance, providing feedback to staff, and initiating corrective action where necessary to improve performance;
- Promotes the building of institutional knowledge by ensuring that established systems and procedures are documented and disseminated;
- Participates in the recruitment and selection of staff and recommends movement when appropriate;
- Recommends vacation leave and approves sick and departmental leave;
- Recommends disciplinary action in keeping with established human resource policies;
- Ensures that staff is provided with adequate and appropriate physical resources to enable them to undertake their duties efficiently and effectively.

Performance Standards:

- Annual Budget, Work and Operational Plans are timely prepared and effectively developed and managed;
- Policies and procedures for corporate implementation developed according to guidelines and within agreed timeframe;
- Operation data collected and analyzed is conclusive and submitted within agreed timeframe;
- Advice given is comprehensive and able to inform the decision-making process;
- The Unit's budget effectively managed to meet the needs of the procurement needs of the Unit and in accordance to the government financial protocols;
- Proactive, timely and appropriate information and data are provided as inputs in the development of the Division's strategic plan;
- Operational plans and budget are develop and implemented in a timely manner and monitored on a on-

going basis;

- Upgrade and other projects are satisfactorily completed on time and within budget;
- A clean, sanitized, comfortable and facilitating working environment, conducive to the achievement of high levels of staff morale and productivity is achieved;
- Maintenance programmes and schedules are developed and implemented and appropriately and effectively addresses the needs of the institution;
- Timely and cost effective transportation and mail services are provided that facilitate the efficient and effective functioning of the institution;
- An asset management programme is implemented and managed in accordance with generally accepted standards;
- Security and safety programmes are developed, implemented and monitored that appropriately addresses the health and security risks of staff and assets;
- Energy management and utility consumption improvement programs are developed and implemented;
- Relevant policies and procedures are developed and implemented;
- Service Level Agreements with service providers are developed and implemented and performance evaluated;
- Comprehensive periodic and special reports are prepared and submitted in a timely manner and according to required format;
- Record-keeping and administrative systems are established and maintained that ensures the efficient and effective delivery of services, confidentiality, easy retrieval, safe custody and an audit trail;
- Performance Appraisals are conducted and submitted within the stipulated timeframe;
- Staff is managed and kept informed of all relevant information inclusive of new operational policies and procedures.

Internal and External Contacts (specify purpose of significant contacts):

Within the Institution

Contact (Title)	Purpose of Communication
Vice Principals/heads of Department	Advise on matters relating to office supplies; maintenance of facility; and health and safety risks
Public Procurement Manager	Collaborate with the procurement of supplies and services

Contacts external to the organisation required for the achievement of the position objectives:

Contact (Title)	Purpose of Communication
Jamaica Public Service	Advise on matters relating to electricity supply and telephone services
Telephone & Internet Service Providers	Telephone & internet services
The National Contracts Commission	Collaboration/Consultation/advice
The Jamaica Constabulary Force	To obtain/share information

Contact (Title)	Purpose of Communication
Office of the Disaster Preparedness and Emergency Management	Collaboration/drills
Fire Brigade	Collaboration/drills
Suppliers	Providing & receiving information
External Auditors	To provide information/data

Required Competencies:

Core:

- Ability to work on multiple projects simultaneously
- Good management, planning and decision-making skills
- Good communication, interpersonal and team skills
- High level of initiative, professionalism & good work ethics
- Excellent time management & organization skills
- Ability to work under pressure
- Attention to detail
- Ability to multi-task
- Negotiation and analytical skills
- Strong problem-solving skills
- Strong Project Management skills
- Excellent team building skills
- Ability to lead, motivate and influence others

Technical:

- Sound knowledge of the Government of Jamaica Public Sector Procurement Policy and Procedures
- Ability to interpret and apply Government's procurement policies and procedures
- Project Management skills
- Knowledge of the principles, methods and requirements of workplace health and safety programs
- Knowledge of estimating, budgeting and scheduling practices
- Working knowledge of the principles, methods and requirements of inventory management
- Ability to read and interpret plans and specifications for quantity survey purposes and for comparison with the progress of works
- Knowledge of supply management principles and procedures
- Proficiency in computer applications relevant to the job

Minimum Required Education and Experience

- A Bachelor's Degree in Business/Public Administration /Property or Construction Management or related discipline with
- Four (4) years of Property/Construction Management or related experience which must include supervisory responsibilities

Authority To:

- Approve requisitions for goods and services in accordance with the Procurement guidelines
- Recommend staff movement and disciplinary action in accordance with established Human Resource Procedures
- Approve disbursement of funds from the approved budgetary allocation according to authority limits
- Recommend disciplinary action
- Recommend vacation leave
- Approve sick and departmental leave
- Access confidential information/files

Specific Conditions Associated with the Job:

- Normal working conditions
- Required to frequently work beyond normal working hours
- May be exposed to dusty conditions and chemicals
- Required to travel locally
- Required to possess a valid Drivers' Licence and a reliable motor vehicle

Validation of Job Description:

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