

Job Title: Senior Manager, Integrated Facilities Management

Reporting Officer

Head, User Experience

Job Description

You will take on a management position and lead a team that enhances the competitiveness of Jewel Changi Airport's mall and attraction businesses. You and your technical team will upkeep Jewel as a world-class multi-faceted lifestyle destination, acclaimed for excellence in operations, service and maintenance. As the section head for the multi-disciplinary team, comprising M&E (*mall & attractions*), Facility Management (*building, housekeeping, pest control, plumbing & sanitary*), Fire Safety and Tenancy Operations, your role encompasses:

- a) Overall responsible for the mall & attractions' maintenance and provide strong technical stewardship in various disciplines.
- b) Provide strategic guidance in sourcing & contract management, operations & maintenance and resource & cost sustainability.
- c) Formulate & execute maintenance strategies and budget plans, both OPEX & CAPEX.
- d) Manage multiple stakeholders, including internal counterparts from leasing, marketing, attractions & mall operations, as well as external service providers & tenants.
- e) Forge win-win partnerships with tenants' shopfloor/ frontline operations.
- f) Grow and develop the in-house technical expertise.

Skills/Knowledge Required

- >10 years of FM/ M&E experience in a large retail, attraction or mixed-use environment, of which at least 5 years are in the capacity of a manager, leading a technical team.
- A people manager who is self-motivated, driven, analytical and a good team player, with proven ability to excel in a dynamic environment and perform under tight timeline.
- Excellent interpersonal, verbal, written and presentation skills.
- Degree in Mechanical Engineering, Electrical Engineering, Facilities Management, or other relevant technical disciplines.
- Certified as a Senior Fire Safety Manager (Senior FSM) and/or Registered Safety Officer will be advantageous.