

Job Title: Senior Executive / Assistant Manager, Facilities Management

Reporting Officer

Manager / Senior Manager, Facilities Management

Job Description

The User Experience (UX) department manages Jewel Changi Airport's mall & attractions operations, engineering, guest experience, facilities management, tenant experience, as well as tenancy design and experiential creation.

The Facilities Management (FM) team is responsible for upkeeping this world-class multi-faceted lifestyle destination, acclaimed for excellence in operations, service and maintenance; and upholding its reputation as the 2022 winner of 'Best Efforts in Centre Management'.

In delivering high-quality building maintenance, housekeeping, pest management and plumbing, sanitary & irrigation systems, your role as a Senior Executive or Assistant Manager will entail:

- a) Sourcing and management of the associated contracts, as well as operations and maintenance to ensure business excellence.
- b) Investigate latent issues, review technical proposals, and enhance operations & maintenance SOP and SLA to advance our business objectives and ensure related processes are aligned with the latest regulatory requirements.
- c) Work with both internal stakeholders (such as leasing, marketing, attractions & mall guest experience) and external stakeholders (such as the managing agent, other service providers & contractors, tenants) to drive our business interests and, at the same time, forge win-win partnerships with them.
- d) Project manage feasibility studies, COU, A&A/ minor works and other asset enhancement projects.
- e) Coordinate and manage budget plans, both Opex & Capex.

If you are appointed as the Assistant Manager, you may be expected to lead a team and tasked upon to provide strong technical stewardship in the related disciplines.

Skills/Knowledge Required

- >5 years of facility management experience in a large retail, attraction or mixed-use establishment.
- Good interpersonal soft skills and verbal & written communication.
- Analytical, assertive, independent and a good team player.
- Degree or Diploma in Building Management, Facilities Management, Engineering, or other relevant discipline is a plus but not a must. Relevant years of proven track record will be more important.
- Equipped with a workplace safety and health certificate may have an advantage.
- A people manager who is driven and with proven ability to excel in a dynamic environment and perform under tight timeline will be considered favourably for the Assistant Manager position.