


Section 1   Job Details		
Post Title	General Services Officer	
Reporting to (Direct Function head)	Head of School Operations & Support Services	
Dotted Line Manager	School Principal	
Department	Operations – General Services	

**Section 2 | Job Purpose**

The purpose of the role is to oversee the facilities management of the school, ensuring cleanliness, safety, and security of the buildings and grounds while maintaining compliance with standards. It includes developing and implementing strategies for efficient operations, assisting in premises management decisions, and supporting both internal and external projects to ensure successful completion. Additionally, the position provides operational support to educators by managing resources and furniture, and it entails monitoring and evaluating service providers through regular performance reviews and audits to ensure adherence to service level agreements.

**Section 3 | Key Accountabilities**

<b>Main Duties</b>	<p><b>Facilities Management &amp; Operations:</b></p> <ul style="list-style-type: none"> <li>▪ Oversee daily campus facilities operations, ensuring efficient and well-maintained facilities.</li> <li>▪ Coordinate maintenance, repairs, and upgrades, ensuring timely resolution of facility-related issues.</li> <li>▪ Review and approve maintenance schedules, cleaning programs, and ground maintenance activities to uphold a consistently high standard.</li> <li>▪ Assist the Head of School Operations in managing site projects through all phases, from concept to construction.</li> <li>▪ Oversee staff accommodation needs in collaboration with HR, ensuring compliance with KBZA School’s accommodation policy and allowances.</li> <li>▪ Oversee efficient and cost-effective purchasing and contracting in accordance with the school budget and school development plans.</li> <li>▪ Ensure school-based events and activities are effectively planned and resourced in a timely and appropriate manner.</li> <li>▪ Support the Head of School Operations in space planning and resource allocation, optimizing the use of available facilities and furniture.</li> <li>▪ Serve as the designated Incident Commander, available outside regular hours to respond to incidents per KBZA School’s Critical Incident Response Protocols.</li> <li>▪ Implement established policies, systems, and student safeguarding measures in collaboration with the KBZA School Operational Risk, Safety &amp; Sustainability unit.</li> </ul>
<b>Specific Duties</b>	<p><b><u>Service Provider Management (Contract &amp; Performance)</u></b></p> <ul style="list-style-type: none"> <li>▪ Oversee and manage the performance of all service providers, including those in transportation, security, facilities management, and other support services.</li> <li>▪ Assist the Head of School Operations in managing the full lifecycle of contracts, from drafting and reviewing to renewal or termination.</li> <li>▪ Foster strong relationships with service providers to promote a collaborative and productive partnership.</li> <li>▪ Assess service provider performance and conduct audits to ensure compliance with service level agreements and key performance indicators.</li> <li>▪ Address and resolve issues related to service quality, ensuring all services are delivered to the satisfaction of the school/organization.</li> <li>▪ Propose variation order requests within existing contracts and coordinate with the procurement function to manage necessary addendums or negative variations.</li> <li>▪ Ensure essential central services such as catering, security, maintenance, cleaning, transport, waste disposal and recycling are effectively planned and resourced throughout the year and be the point of contact for external services management.</li> <li>▪ Identify areas for improvement across school campus and work closely with service providers to implement corrective actions.</li> </ul> <p><b><u>Projects &amp; Facilities Enhancements</u></b></p> <ul style="list-style-type: none"> <li>▪ Plan, coordinate, and manage small-scale expansion projects and renovations.</li> <li>▪ Monitor project progress to ensure minimal disruption to school activities during construction, while ensuring safety and compliance with regulations.</li> <li>▪ Assess and recommend facilities enhancements that promote innovative teaching and learning methods, including technology integration.</li> </ul>

- Collaborate with the IT department to implement smart classroom technologies and create digital learning spaces.
- Analyze demographic and enrollment data to anticipate future student enrollment and plan for necessary facility adaptations and develop strategies to optimize space usage in response to enrollment trends.
- Assist Head of School Operations in applying value engineering techniques to optimize project costs without compromising quality and functionality.
- Review design and construction processes to identify cost-saving opportunities thereby reducing the total cost of ownership.

**Finance, Commercial & Procurement**

- Oversee relevant budgets and expenditure, effectively manage costs, ensuring the school receives optimal value and service regarding facilities and building standards.
- Assist Head of School operations in formulating the operational budget (OPEX) for facilities support services, promoting efficient resource use.
- Ensure compliance with purchasing policies and the Delegation of Authority (DOA) processes and procedures.
- Work closely with the procurement department to assess current service contracts and identify areas for potential cost savings.
- Identify opportunities for sustainable practices in procurement and facilities management, focusing on long-term cost savings and environmental benefits.
- Coordinate with the procurement and facilities teams to ensure that classrooms, offices, and other spaces are adequately furnished and maintained.

**Relationship & Stakeholder Management**

- Ensure all internal and external audits are effectively coordinated and that actions arising from such audits are completed in a timely and appropriate manner.

**Health, Safety & Environment**

- Support the Operational Risk, Safety & Sustainability officer in promoting a solution-oriented approach to risk management.
- Ensure that the project complies with current Health & Safety legislation and/or guidelines and monitor HSE effectiveness.
- Drive a positive and proactive health and safety culture throughout the team.
- Ensure adherence to all relevant Service Guidelines and Policies, developing, and challenging where necessary.

**General Services**

- Ensure that school-based events and activities are effectively planned and resourced in a timely and appropriate manner.
- Support relevant school committees, working groups and informal forums to facilitate planning and delivery, actively contributing to school agendas and priorities while communicating outcomes and monitoring the implementation of decisions.
- Conduct internal inspection to measure the school's readiness against external inspection standards and support areas of improvement.
- Act as a key point of contact for all school operational support activities, acting as the interface between academic communities, students, and other stakeholders.
- Assist in managing budgets related to facilities support services, ensuring efficient use of resources.

**Section 4 | Communications & Working Relationships**

Internal	External
<ul style="list-style-type: none"> <li>▪ All School Staff</li> <li>▪ Students</li> <li>▪ Inhouse Service Providers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Parents</li> <li>▪ External Visitors</li> <li>▪ External Sector Regulatory Entities</li> </ul>

**Section 5 | Qualifications, Experience & Skills**

<b>Minimum Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Bachelor's degree in Facilities Management, Business Administration, or a related field</li> </ul>
<b>Minimum Experience</b>	<ul style="list-style-type: none"> <li>▪ For Nationals: Minimum of 3+ years' experience in similar job role.</li> <li>▪ Non- Nationals: 5+ years' experience in facilities management, contract management, or a similar role in a school environment.</li> </ul>
<b>Job Specific Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>▪ Strong knowledge of facilities management, contract management, and performance auditing.</li> <li>▪ Excellent organizational and project management skills.</li> <li>▪ Strong understanding of health and safety regulations and compliance.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Strong analytical and problem-solving skills.</li> <li>▪ Excellent communication and interpersonal skills.</li> <li>▪ Ability to manage multiple tasks and projects concurrently.</li> <li>▪ Communication, Negotiation &amp; Conflict Resolution Skills.</li> <li>▪ Competent using IT systems, including Microsoft Word/Excel/Outlook.</li> <li>▪ Skilled in multi-tasking and handling pressure.</li> <li>▪ Problem Solving Skills.</li> <li>▪ Experience managing service providers in transportation, security, catering, or facilities management is a plus.</li> <li>▪ Strong knowledge of health and safety standards and regulatory compliance.</li> <li>▪ Experience in managing small-scale projects or renovations is an asset.</li> </ul>
--	---

**Section 6 | Approvals**

*Statements in this Job Description are intended to reflect in general the duties and responsibilities of the position but are not to be interpreted as totally inclusive. I hereby acknowledge that it is my responsibility to read, understand and be aware of changes in the Khalifa Bin Zayed Al Awal Policies and Procedures.*

This job description should be discussed and agreed between the direct manager and the Job holder who should each keep a signed copy for reference.

**Employee**

Name:	Signature:	Date:
-------	------------	-------

**Human Resources Manager**

Name:	Signature:	Date:
-------	------------	-------

**Direct Functional Head -Head of School Operations |Reviewed & Approved by**

Name:	Signature:	Date:
-------	------------	-------

**School Principal |Endorsed by**

Name:	Signature:	Date:
-------	------------	-------