



FACILITIES CONTRACT MANAGER

JOB DESCRIPTION

Primary Objective of Role

Ensuring full operational and safety compliance of IFM contracts between Doha College and specialist service providers; this includes overseeing and ensuring that the delivery of IFM services meets the contractual obligations and Doha College requirements.

This position will act as the primary knowledge base for campus facilities and operations. Working intrinsically with internal and external stakeholders will ensure Doha College assets are maintained, safe and operational for clients to use. It is critical for the Facilities Contract Manager to understand the exact scope of work identified in existing contracts and have the experience of following procurement and vendor selection processes.

Experience in technical problem solving and health and safety adherence are crucial elements to this role.

Reports to: Chief Operating Officer

Responsible for: The delivery of works, safeguarding and safety compliance of all contractors relating to Facilities Management, Project Management, Construction, and similar related fields.

Works closely with: Head of Health and Safety, Security, and Special Projects.

Safeguarding and promoting the welfare of students

- Incorporate the school's vision, mission, and core values into normal working practice.
- Be responsible for safeguarding and promoting the welfare of all students and members of the DC community.
- Follow the reporting procedure contained in the Child Protection Policy with regards to raising concerns about the welfare of any student.
- Always act in accordance with the school's policies and procedures, including but not limited to: the Standards of Conduct Policy; Health, Safety, Security and Environment Policy; and the Human Resources Policy Manual.



Main Duties and Responsibilities

Strategy

- Ensure the delivery of PPMs and soft services tasks are being carried out as per the contractual scope and CAFM system or Maintenance Plan.
- Create and manage an Estates' Master Plan which makes clear both the use and ownership of space and resources within the campus. This plan makes provision for/provides an indication of future developments so that the use of space is smart and with future growth in mind.
- Provide a consistent presence throughout the facility to ensure that standards and quality control is at the forefront of the FM Team and proactively overcome obstacles ensuring the best user experience.

Facilities Maintenance

- Manages all FM related contracts / agreements e.g., IFM Service Provider and Catering, ensuring contract compliance and service delivery.
- Reviews and agrees monthly contractual KPIs with each directly contracted provider and ensures related action plans are completed to agreed timelines.
- Overall management of Tenant Services, includes but not limited to:
 - All Tenant Services within the scope of the IFM Service Provider.
 - Management of the catering contract.
 - Management of consumables, stores and spares.
- Overall management of Building Services, includes but not limited to:
 - Monitoring the operation of building systems (HVAC, electrical, fire safety etc.).
 - Directing maintenance and Repairs, all PPMs, and demand / corrective tasks.
 - Base building and client requested projects.
 - Energy conservation including utility monitoring.
 - Grounds and appearance management.
 - Develops, implements, monitors and improves maintenance plans including preventative and predictive maintenance.
 - Many of the activities are technical in nature requiring a good understanding of building utility and structural systems.
 - In addition, the position is responsible for ensuring the maintenance and operations workforce meet all DC specified requirements.
- Proposes to the COO a verified selection of professional services e.g. architects, engineers, interior designers.
- Reviews and approves or seeks appropriate approval level, in accordance with LOA delegations, commitments and invoices.
- Develops a strategic asset preservation program to ensure assets are managed to provide maximum value.
- Keeps abreast of facilities management issues including applicable regulations, design, construction, equipment, SHE issues etc.
- Maintains all qualification and certification of onsite personnel and permanent contractors.
- Manages operations and project staff which could include: MEP technicians, drivers, catering etc.
- Implements management processes and ensures that process, including HSE programs, are practiced on a day/day basis.



- Contact managing client communications through daily interactions with all levels of school leadership, and through communication tools (Intranet, notice boards/monitors, facility handbooks etc.).
- Develops, reviews and manages budgets for building and tenant service areas.
- Develops and implements sustainability plans in services area e.g., recycling. Implements continuous improvement ideas to enhance service offering and cost effectiveness.

Key Performance Indicators

- SSHE record of area including individual contractor records.
- Controls record.
- Operating expense vs budget.
- Customer satisfaction results.
- IFM Service Provider KPIs.
- Speed of resolution of issues with IFM Service Provider.
- Cost savings/value add initiatives.

Working Hours

There is balance needed between being available during DC's core hours and being present for scheduled PPM tasks, which are often outside the core hours. Typical working hours would therefore be 9.00am until 4.30pm, however the post holder will be expected to work flexible hours as may be necessary to enable the effective discharge of their professional duties and to meet the needs of the organisation. Furthermore, it is reasonable to expect, as a Head of Service, that some additional hours will be required on a routine basis, but the tempo is reduced, as are the hours, out of term-time.

All staff may be required to attend work at DC during weekends or holiday periods throughout the year for purposes of training or other similar activity.

This role shall be entitled to holiday allocation aligned with support functions at Doha College.

Safeguarding

Doha College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo child protection screening, including reference checks with previous employers and a criminal records check. Teaching staff will also be subject to a Barred List and Prohibition from Teaching Check. This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020

Diversity, Equity and Inclusion (DEI)

As an equal opportunities employer, Doha College is committed to a culture of diversity, equity and inclusion. We believe that a diverse staff body reflects and supports the diversity of our students and wider society and leads to a cognitive diversity that promotes excellence in all areas.



PERSON SPECIFICATION

Key Requirements

Qualifications and Knowledge

- A relevant accredited professional qualification in FM or Business Management. Desirable
- Strong working knowledge of contract, stakeholder, and budget management. Essential
- Strong working knowledge of facility related regulatory requirements inc. QCCD. Essential
- Project Management qualification such as Prince 2. Desirable

Experience

- Experience of the management of an operational contract. Essential
- Experience of managing safety and compliance across internal and external Stakeholders. Essential
- Experience of delivering to KPI / SLA performance matrix. Essential
- Budget management experience. Desirable
- Experience working in the GCC. Desirable
- A minimum of five years significant practical experience, preferably in an educational setting. Essential

Skills, Knowledge and Abilities

- Fluency in English both in writing and verbally. Essential
- Safety, security, and controls awareness. Essential
- Decision making and stakeholder management. Essential
- Understanding lines of authority and appropriate escalation items. Essential
- Strong communication skills both in writing and verbally. Essential
- Adaptability to changing priorities and time constraints. Essential

