



LFS-MO-HR-011

REV# 00

Job Description

Title: Maintenance Manager

Purpose: To effectively manage the strategic direction of the facilities and engineering services along with a number of outsourced soft & engineering service providers. The prime objective is to ensure that adequate management systems are in place to continually ensure a safe and robust environment for achieving superior performance in uptime throughout the project.

The Maintenance Manager must develop close working relationship with all of the vendors under his control and to ensure that they fully understand the LINC FS culture and are made to feel part of the team.

Responsible To: Operations Manager/General Manager

Location: Linc FS – North Node/Winglets and Ancillary Buildings

Principle Accountabilities:

Operational duties

Develop, gain consensus and implement the best practice/ building operation plan for assigned assets.

Work with the Operations manager to prepare the final budget documentation/plans and administer works to ensure budget compliance.

Inspect facilities/equipment to determine the extent of service and equipment required.

Arrange for alterations, maintenance or reconditioning of facilities, as specified in the operating procedures, management plan and/or management services agreement.

In conjunction with the procurement team, competitively bid and prepare all non- engineering service contracts to assure high quality and cost effective services.

Assemble and analyse contract variations, submit recommendations and prepare the standard form contract agreement for the Commercial Manager.

Approve purchases of supplies and equipment for use within the Contract.

Together with the contract team prepare a periodic asset check of Premises contents and property condition and forward the listing to the Operations Manager and client for review.

Be proactively involved in ensuring that services are reviewed and refinements made to enhance these services across the account.

Develop Engineering Strategic Framework

Participate as an active member of the Vendor account team representing facilities/engineering.

Provide the Operations Manager with reports on developments in the engineering market (both for service delivery and on new products and services).

Support the development and implementation of the Engineering Strategic Operations Framework.

Input into the development and implementation of the Vendor's strategic framework and Best Practice in respect of engineering and facilities, working closely with other members of the team.

Provide Operational Engineering Support to the contract and Vendor Team

Provide technical advice, guidance and support to the contract FM account team on all soft & engineering related matters.

Manage all upward reporting in relation to both facilities & engineering, such as financial and cost control, code and regulatory compliance, personnel management, staff training and development, team productivity, H&S, environmental and energy management.

Communicate operating philosophies, technical information, objectives and expectations to the contract team and engineering service provider.

Develop and maintain standard operating procedures, emergency response procedures, preventive maintenance programmes and all technical documentation.

Develop a complete personal knowledge of the design intent, operational alternatives and contingency plans related to all building systems.

Develop and deliver the monthly facilities & engineering reports.

Ensure the service providers and systems are in compliance with H&S legislative and statutory requirements.

Support the service providers to deliver services that meet or exceed Clients' changing business expectations.

Promote best practice and act as a catalyst for engineering excellence, continuous improvement and valued service provision.

Firmly establish and empower staff to ensure optimisation and productivity of service.

Perform soft services & technical compliance auditing and oversee the effective and timely close out of corrective action plans; Perform annual operational reviews focusing on compliance with the Management Agreement and all applicable regulatory requirements.

Oversee the development and effective implementation and monitoring of the Soft Services & Engineering Development and Training Plan.

Review all High Risk Critical Environment Work documents.

Provide input to capital and expense plan development in order to strive towards critical services guidelines and address equipment life expiry.

Ensure standardization and consistency with best in class operating practices at each facility in the region.

Manage the development and delivery of the portfolio Energy Management Programme across the account.

Develop and deliver the operational, soft services, engineering and H&S audits for the account, as applicable.

Manage the Incident and Root Cause investigations for client property incidents.

Management of Call responsibilities for the office, response dependent upon severity.

Processes, systems and procedures

Co-ordinate the Development of the account Facilities Policies and Procedures

Produce facilities management processes, procedures and statements of requirements to underpin the LINC FS standards, according to the approach agreed by the Operations Manager

Develop additional facilities statements of requirements specific to the needs of the client.

Ensure strict adherence across the account in line with LINC FS requirements and processes, carry out tasks in direct relationship with the Standard Operating Procedures.

Leadership and Management

Leading a team of staff, including the management of staffing plans, work allocation and managing poor performance.

Provide direction in regard to financial, human and physical resources, a commitment to developing staff, building relationships, enhancing business acumen and managing knowledge.

Analysing the ongoing workforce planning needs of services and ensuring that appropriate strategies are implemented so that the unit is staffed to meet the needs of the area and customers.

Developing and providing equitable management techniques dealing with problems as they arise.

Fostering a working environment that promotes a learning culture consistent objectives and values, including the training and development of staff and monitoring of staff performance

Health and Safety

A high level of commitment to providing a safe working environment for all staff.

Ensuring that all defined services are completed in accordance with all operating procedures and within the Health & Safety (H&S) guidelines.

Qualifications and Experience:

Essential (required to achieve the outcome of the position):

Bachelor's Degree in mechanical Engineering.

15 years maintenance experience.

Proven track record of customer services oriented facilities management (FM) and engineering management experience along with proven experience in facilities management

Experience with managing Critical Facilities/Environments.

Demonstrated experience in leading and managing business services teams, including the management of work allocation processes, performance management, staff development and career planning.

Excellent level of knowledge relating to MS Office as well as demonstrated experience of developing operational IT solution, including asset registers.

Excellent technical knowledge of FM services, including specialist knowledge of engineering work routines, standards and systems, including critical systems engineering.

Excellent knowledge and understanding of H&S and environmental responsibilities. Willing to study for additional formal qualifications if necessary

Customer focused with sound commercial and financial awareness

Ability to research and interpret industry best practice to suit business requirements

Able to translate client requirements into technical specification

Demonstrated high levels of interpersonal skills, including an ability to communicate negotiate and consult at all levels of staff and to produce reports of a complex nature.

Able to establish relationships with clients, suppliers and across the FM business.

Other factors:

The position may require travel across Qatar.

Membership of a professional body would be beneficial.



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It is a condition of employment that all employees are expected to carry out all of their duties within the guidelines of company policy and procedure, and practice.

From time to time employees will be required to attend meetings, briefings, and training sessions as required.

In addition, employees must adhere to all company Health & Safety policies, procedures, practices, and all relevant legal and statutory Health & Safety requirements and obligations.

Jobholder's Printed Name and Signature: _____

Date: _____

General Manager's Signature: _____

Date: _____