

## **JOB DESCRIPTION**

**Proposed Job Title: Director, Facilities Management & Office Services**

**Job Level: GMG/SEG 2**

**Department:** The Accountant General's Department – A Department of the Ministry of Finance and the Public Service

**Reports to:** The Senior Director – Corporate Services

**Direct Reports:** (1) Stores Officer (2) Inventory Officer; (3) Manager, Office Services & Security (4) Artisan/Handyman

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### **1. STRATEGIC OBJECTIVES**

The Corporate Services Division is responsible for providing essential services to the other divisions to support the successful execution of the core Treasury functions of the Department. This Division has responsibility for human resource policies and procedures, and advice to guide management and staff; to facilitate organizational development including the review and re-design of business processes; for capacity building including the hiring of staff and the facilitation of staff training and development for best fit, competence and high performance; to ensure effective employee and industrial relations; to ensure a comfortable work place and facilities, and occupational health and safety; to facilitate the establishment of an accountability framework for the Department to include organizational risk analysis, strategic planning, and performance management; to provide customers and stakeholders with high quality information and service; and manage the finances of the Department, including management of procurement.

This division operates on the authority of the Financial Administration and Audit Act, the Public Service Regulations 1961, the Public Sector Staff Orders 2004, the Official Secrets Act, the Access to Information Act, the Corruption Prevention Act, and various other enactments.

### **2. JOB PURPOSE**

The Director, Facilities Manager will ensure that property, transport and office services are provided in a cost-effective manner that supports the efficient and effective operation of the Department. The incumbent will also ensure that all assets are adequately insured and accounted for via a functioning and robust inventory system in keeping with the GOJ's Asset Management Policy. The Director will be responsible for maintaining and optimizing facilities and infrastructure (to include repairs and building improvement),

employee/stakeholder safety and security, fleet management and maintenance and emergency planning. The role will also provide strategic leadership for the holistic management of the Facilities and Office Services Unit and ensure the alignment of its operations and functions are in coordination with the Department's strategic and operational goals and objectives.

**Summary of the broad purpose of the position in relation to Government's goals and strategies:**

- To ensure the provision and maintenance of adequate office accommodation and physical facilities so as to ensure that the Department's operations are conducted in a comfortable and conducive environment;
- To ensure effective inventory and control systems, and that insurance coverage for furniture, equipment and other assets owned by the Department are in place;
- To develop and implement fleet management strategies that encompass vehicle maintenance, fuel efficiency, driver safety, compliance and cost control.
- To ensure all operations and practices of the Facilities and Office Services Unit comply with applicable legal requirements and GOJ industry best practices.
- Foster effective communication and collaboration with internal units, external vendors, regulatory authorities and other stakeholders to ensure seamless coordination of services (facilities, office and ancillary services and fleet operations).

**3. KEY OUTPUTS**

- Information, advice and recommendations provided to the Senior Director – Corporate Services, Senior Executives and staff on all matters pertaining to facilities management.
- Adequate furniture, equipment and other physical resources required for the execution of the Department's responsibilities in place.
- Inventory records maintained.
- Assets insured.
- Asset (including fleet vehicle) management
- Board of Survey for unserviceable assets arranged.
- Adequate and comfortable office/work environment provided.
- Safe, clean, and secure facilities.
- Maintaining of Contracts and other related Registers as prescribed in the FAAA

**4. KEY RESPONSIBILITIES**

***Technical***

***Facilities Management (Maintaining and Optimizing)***

Information, advice and recommendations provided to the Senior Director – Corporate Services, Senior Executives and staff on all matters pertaining to facilities and office service management:

- Provides expert advice, briefings and support to the Senior Director – Corporate Services on all matters relating to Facilities & Office Service Management;

Ensures adequate office accommodation and physical facilities are provided so as to ensure that the Department's operations are conducted in a comfortable and conducive environment:

- Ensures that physical facilities and assets are managed effectively, so that the Department's operations are conducted in a secure comfortable and functional work environment;
- Ensures that the Department's offices are properly equipped with adequate furniture and equipment through the issuance, and maintenance of office and plant equipment;
- Optimizes space utilization, ensuring workspaces are efficient and conducive to productivity;
- Develops and implements maintenance schedules, oversee repairs, and manage service contracts for ventilation, air conditioning, electrical systems, plumbing, and other facilities components;
- Ensures that the supply of public utilities is sustained;
- Ensures the timely processing of relevant bills for payment;
- Collaborates with external vendors for maintenance, repairs, and renovations, ensuring high-quality service delivery;
- Ensures that adequate facilities and supplies are available for sick persons, and provision made for safety equipment and for special needs/disabilities of staff as required;
- Prepares and manages budgets for facilities-related expenses, including maintenance, renovations, and upgrades;
- Plans and executes facility expansions or renovations to accommodate growth and changing needs

### ***Safety and Security Management***

- Monitors job specific and environmental factors, implements and promotes health and safety policies; and mitigates and minimizes workplace hazards;
- Ensures staff are sensitized to and/ or trained for disaster preparedness matters and other emergency procedures and policies and procedures documented and disseminated
- Effective monitoring of contracts between the AGD and other third parties.
- Identifies potential safety and security risks and develop strategies to mitigate them;
- Oversees installation, maintenance, and monitoring of security systems, such as access control, surveillance, and alarms;

- Develops and implements emergency response protocols for various scenarios, including natural disasters and security breaches
- Stays up-to-date with relevant safety and security regulations and ensure organizational compliance

### ***Emergency Planning or Preparation and Management***

- Ensures effective communication with service providers on routine and emergency maintenance service issues.
- Leads the development and execution of crisis management plans for emergencies like fires, natural disasters, or public health crises;
- Collaborates with relevant departments and external agencies to ensure a coordinated response during emergencies,
- Establishes communication protocols to keep employees, stakeholders, and the public informed during crises
- Organizes regular emergency drills to evaluate and improve the effectiveness of emergency response plans

### ***Asset and Inventory Management***

*Ensures effective inventory and control systems; and that insurance coverage for furniture, equipment and other assets owned by the Department are in place:*

- Ensures a robust inventory control system is implemented and maintained to track and manage office supplies, equipment, and other assets;
- Ensures the maintenance of an up-to-date inventory of all furniture and equipment;
- Ensures relevant laws, standards and guidelines are adhered to in relation to the insurance of furniture, equipment and other assets;
- Ensures adequate arrangements are made for repair of furniture and equipment and for Board of Survey for unserviceable items;
- Monitors the implementation of recommendations by the Board of Survey;
- Develops strategies for asset lifecycle management, including procurement, maintenance, and disposal;
- Identifies opportunities to reduce costs related to asset acquisition, maintenance, and utilization;
- Implements controls to prevent theft, loss, or misuse of assets and inventory
- Create scope of works to ensure economical procurement for the department.
- Participate in Evaluation to ensure specifications requested through the Procurement Unit are met.

### ***Office and Ancillary Services***

- Ensures the Unit maintains effective working relations with customers ensuring that the unit provides a consistently high level of service to them.
- Implements initiatives to enhance employee satisfaction and well-being within the office environment

### ***Transportation & Fleet Management***

- Oversees the acquisition and disposal of vehicles in the organization's fleet
- Develops and implements fleet management strategies that encompass vehicle maintenance, fuel efficiency, driver and staff safety, compliance, and cost control.
- Manages a fleet of vehicles (buses and motorcycle), to ensure reliable transportation services for the department and its travel, carriage and courier mandated objectives.
- Develops maintenance schedules, coordinate repairs, and ensure vehicles meet safety standards
- Implements driver safety programs, training, and monitoring to reduce accidents and liabilities
- Monitors fuel consumption, implement fuel efficiency measures, and manage fuel-related expenses
- Stays current with regulations related to vehicle registration, licensing and emissions

### **Strategic Leadership**

#### *As Unit Head:*

- Plans, develops, organizes, implements, directs and evaluates the unit's fiscal function and performance;
- Leads in the smooth and efficient operation of the unit through the management of daily operations;
- Establishes and implements systems for reporting of work done against stated and agreed work plans for the Unit;
- Establishes internal control processes required to manage and grow the Unit
- Meets or exceeds unit performance targets;
- Deputizes for the Senior Director – Corporate Services as and when required.

### **Human Resource Management**

- Plans, organizes and directs the work of the Unit by overseeing the development of performance targets for the Unit and staff (Divisional Operation Plan) based on the Divisional Operational Plan;
- Ensures that staff have sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively
- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and disciplinary action
- Participates in the recruitment of staff for the Unit
- Recommends transfer, promotion, termination and leave in accordance with established Human Resource Policies and Procedures

- Identifies skills gaps and collaborates with the Manager Training and Development to develop and implement Staff Development and Succession Plans for the Unit to ensure adequate staff capacity;
- Monitors the performance of staff and ensures effective and objective staff performance management, through timely and accurate completion of the staff appraisal process, including periodic reviews;
- Ensures the welfare of Unit staff are clearly identified and addressed.

### **Any Other Duties**

Any other related duty that may be assigned from time to time.

## **5. KEY PERFORMANCE INDICATORS**

The job is successfully performed when:

- Quality advice provided to the Accountant General, Executive, staff and stakeholders in a timely manner within established timelines;
- Plans and Budget(s) prepared annually within stipulated timelines;
- Reports meet quality standards and produced within agreed time-frame;
- The extent to which staff members indicate that the work environment is comfortable and conducive;
- Disaster Preparedness Policies and Procedures documented and implemented;
- Timely processing of invoices/bills for payment.
- Fleet of vehicles and its operations effectively managed and maintained
- Assets procured, acquired, managed and maintained effectively
- Emergencies effectively prepared for, communicated and managed
- Standards and regulations maintained and complied with
- Ensure proper and timely disposal of unserviceable assets

## **6. AUTHORITY**

- Makes recommendations on maintenance and building improvement
- Reviews and signs documents as authorized
- Access to confidential information within the scope of duties

### **JOB SPECIFICATION**

## **7. REQUIREMENTS FOR THIS JOB:**

### **a. Minimum Qualification and Training**

Essential:

- An Undergraduate Degree from a recognized institution in the disciplines of Business Administration, OR Management Studies OR Public Administration, OR Equivalent

**Desirable:**

Formal training in Disaster Preparedness

**b. Essential Experience and Knowledge**

- At least 5 years of experience in a similar capacity with at least 2 years working at the managerial level, in a similar capacity in the public sector;
- Working knowledge of the Finance Administration and Audit Act (FAA Act).

**c. Competencies**

The incumbent is a senior public servant who represents the Government at all times; a member of the Senior Executive team of the AGD, who is expected to participate in managing the Department, and to lead a team of professionals in realizing the goals and objectives of the Department, in a highly dynamic environment. The following competencies are required for the effective performance of this job:

- **Core Competencies**

Oral and Written Communication Skills

Problem Solving and Analytical Skills

Customer Focus

Results Focus

Integrity

- **Technical Competencies**

Facility Management

Project Management

Knowledge of Legislations, Policies and Procedures

- **Managerial Competencies**

Leadership

Performance Management

Emotional Intelligence

**8. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

**Physical Demands** - Pressured working conditions with numerous critical deadlines.

**Work Environment** - Normal office conditions