

Job Title: Manager, Facilities Management

Reporting Officer

Head, User Experience

Job Description

We are looking for a highly motivated individual with strong communication, analytical and project management skills to join us to plan and deliver the high standards of user experience for Jewel Changi Airport.

You will work with the User Experience team to plan, implement and drive initiatives to uphold the high level of maintenance and operation standards for facilities at Jewel Changi Airport. You will be working closely with various stakeholders to define requirements and ensure facilities are designed and built with the highest level of maintainability and quality. You will plan and implement innovations in areas of building and maintenance, within and outside Jewel Changi Airport. You will also lead in driving productivity and automation that will refine and improve our operational standards. You will direct, plan and coordinate essential services such as cleaning, security, pest control, etc. As part of the User Experience team, you will contribute to the implementation of customer service initiatives, facilities design and the development of SOPs for the operations of Jewel Changi Airport.

Skills/Knowledge Required

- Good Degree in Engineering, Estate/Facilities Management, Real Estate Business or Property Development; candidates with 6 – 8 years of supervisory experience in estate/facilities management
- Good project management, communication skills with an innovative mindset
- Experience in managing contractors and interacting with various stakeholders
- Experience in commercial and/or industrial FM is preferred
- Strong people management skills