

Job Description- Head Administration & Facilities

Job Purpose

- (a) The purpose of the role is multifaceted, involving strategic planning, operational oversight, and a focus on creating a safe, efficient, and sustainable environment for all stakeholders.
- (b) The Head of Administration & Facilities will be responsible for leading and overseeing all administrative operations within the organization, discharging responsibilities on whole gamut of administrative areas ranging from policy compliance, real estate & infrastructure development, vendor management, contract administration, branch facility operations, inventory management, security and safety of assets.
- (c) The candidate will have a strong background in both administration and Facilities management, with proven leadership abilities and excellent organizational skills.

Roles & Responsibilities

1. Process Management

- (a) Develop and implement effective administration policies and procedures, plans and directives to achieve organizational objectives.
- (b) Identify process improvements within areas of responsibility and develops new procedures and/or programs that result in more efficient operations, review and update the procedures as required.

2. Facilities Management

- (a) Ensure the delivery of Facilities Management services to a high standard. Identifying opportunities that will continuously improve all aspects of facilities operations.
- (b) Monitoring, designing & establishing of process for the effective operations.
- (c) Ensure uptime and availability of critical services, roll out an effective repair and maintenances plan for smooth functioning of utilities.
- (d) Lead the implementation of best practices, sustainability initiatives for attaining operational service excellence.

3. Real Estate & Infrastructure Development

- (a) To develop long-term plans for company's real estate strategy, taking into account current needs and anticipated growth.
- (b) Identifying and setting up of Pan India branches including infrastructure (encompassing site identification, negotiations, legal aspects, vendor development, and space planning to effective project management) based on business & operational requirements.
- (c) Update management on the progress and potential issues of ongoing infrastructure projects in regard to risks, timelines, quality, and finances.
- (d) Ensuring effective implementation of strategies whilst adhering to quality control and compliance within the organizational policy framework.

4. Project Management

- (a) Responsible for new initiative rollouts and monitoring the same for constant improvement.
- (b) Automation of corporate activities with a focus on seamless delivery of services to the end user.
- (c) Periodically review the priorities/action plans in terms of progress against the plan in order to take corrective steps to minimize deviation against plan.

5. Financial Management

- (a) Oversee the annual budget preparation for the department, monitor and control the administration budget ensuring cost-effectiveness, efficiency and adherence to financial guidelines.
- (b) Assess and forecast financial provisions, control cost/ spends to ensure budgetary limits are adhered.

6. Vendor Management

- (a) Conducting proactive Vendor Management in line with company framework including tendering, awarding and monitoring of contracts and any other procurement activity related to the Administration & Facilities department.
- (b) Oversee Purchase & Contracting, ensure timely closure of contracts with different vendors to achieve uninterrupted service within budgeted target.
- (c) Track, monitor and ensure adherence with defined SLAs through regular review meetings & reporting.

7. Travel & Events

- (a) Company Travel Management and Policy Implementation including managing corporate travel, ticketing & hotel bookings.
- (b) Oversee the planning and execution of company events, including conferences, off sites and other functions organized from time to time.

8. People Responsibilities

- (a) Partner with the senior leadership team to align administrative strategies with business goals.
- (b) Build strong connections with external suppliers to manage contracts and escalate and resolve concerns.
- (c) Lead, develop, and manage the administrative team, ensuring the effective delivery of administrative support across the organization.
- (d) Promote continual learning by incorporating feedback and lessons learned into future projects for better performance.
- (e) Drive collaboration within the team by continuously identifying and plugging bottlenecks, impediments - creating a culture which promotes company values within the function.

9. Security & Safety

- (a) Evaluate methods to improve security and loss prevention systems on a continuous basis through the use of auditing, review and assessment.
- (b) Mitigate potential consequences of emergency situations by identifying and prioritizing potential hazards and risks and developing plans to manage exposure to loss.
- (c) Overseeing the management of facility-related emergencies, implementing appropriate protocols and procedures, ensure safety standards are maintained as per the organizational safety policy.

10. Audit & Risk

- (a) Ensure adherence to company policies and statutory provisions, monitor statutory, internal and management audit/risk proceedings, findings and plan corrective actions for adherence.
- (b) Track and report review implementation status periodically.

Qualifications & Experience

1. 18 + years relevant experience gained in comparable environments.
2. Demonstrable knowledge of the full spectrum of facilities management functions.
3. Fundamental understanding of corporate real estate principles and proven ability to deliver sound real estate solutions.

Education

Bachelor's degree, potentially Master's degree, certification in Facility & security Management.

Skills & Competencies

1. Analytical Skills, Conceptual Thinking, Aptitude to pick up new practices and concepts quickly.
2. High levels of Initiative, Integrity and Self Confidence
3. Excellent interpersonal skills with proven ability to work collaboratively.
4. Able to find pragmatic solutions and adapt to changing situations.
5. Leadership skills with proven experience of leading, supporting and mentoring teams.