



Job Description Director of Facilities

Level: Professional
Responsible to: Chief of Operations & Development (COD)

Department: Operations
Grade: N – Directors & Principals

CONTEXT

Rosslyn Academy provides a North American-curriculum, Christian educational program (preschool to 12) to families in Kenya. The campus is a 40-acre property in Gigiri, Nairobi. The Facilities Director is one of four directors within the overall Operations arm of the school (the other arm being Academic), the other directors are accountable for HR, IT, and Finance. The Facilities Director collaborates with these Directors on all overlapping areas of operation and decision-making through weekly meetings with the COD, and/or in one-on-meetings as needed.

PURPOSE

The Facilities Director provides leadership and direction to the operation of the five Facilities departments and their respective Supervisors (Security, Maintenance, Grounds & Custodial, Transportation, and Food Services) to ensure the daily uninterrupted functioning of operations, toward the business continuity of the school. Each of these departments must meet all local regulatory requirements for a safe, healthy, and clean environment. The position, in consultation with the COD, coordinates and manages through the Supervisors, all building maintenance and minor facility repairs (including campus housing), site orderliness and cleanliness, bus and school vehicle fleet management, safety and security of the campus (including access control), and food services provision to the community (students, staff, and parents).

ACCOUNTABILITIES

Strategic Responsibilities

- Collaborates with leadership teams (the Executive Team, Principals, Directors) to understand the school's overall goals and strategy in order to support these goals through the Facilities department.
- In collaboration with, and as directed by, the COD, plan, direct, and manage all operations initiatives, such as school safety and security, landscaping, fleet management, custodial cleaning, maintenance and food services and identify where the needs are.
- Manage the Plant Budget. Discuss with the COD future expenses beyond the Plant Budget that might need to be covered by the Capital Expenditure Budget (i.e. a new bus).
- Help interpret local laws, rules, regulations, and policies related to school security, environmental health and safety, transport, food services, employment, building occupancy and construction requirements to ensure compliance.
- Analyse problems, identify appropriate and alternative solutions, project consequences of proposed actions and implement recommendations in support of outcomes expected.
- Ensure that all school operations run seamlessly each and every day through proactive trouble-shooting, preventative maintenance, problem-solving and systems maintenance and development.
- Liaise with appropriate authorities such as City-Water, and KPLC as related to utilities (water, electricity, gas) to ensure consistent provision to campus.
- In collaboration with the HR Director, as needed, recruit the operations staff with relevant training/skills required to complete their jobs appropriately, and to ensure ongoing professional-development opportunities for them.
- Monitor and update IT systems related operations, (i.e.. CCTV, Public-Address and Alarm system, vehicle tracking, water-levels and flow-rates, solar plant generation, generator performance, bell-schedule, etc.), to ensure real-time, situational awareness of facility performance.



- Between the COD and the Facilities Director (or an appropriate designate), be available on a 24/7 basis for maintenance emergencies and security crisis events. Ensure effective response procedures for all assigned staff.

Facilities/Operations Departments (Security, Maintenance, Facilities & Grounds, Transportation, Food Services)

Security

- Oversee the Security Department, through the Security Supervisor, to the day- and night-shift heads, and guards on duty. Manage guard schedules and assigned locations/routes, as well as adherence to security standard operating procedures (SOPs).
- Take the lead on the school's safety and risk programs, keeping the COD abreast of all issues or concerns. In consultation with the COD, conduct an annual hazard risk assessment of the school, and update the Emergency Operations Plan (EOP) accordingly.
- Maintain and update policies and procedures around effective planning and response mechanisms for the prevention and mitigation of threats, providing a safe and secure learning/working/living environment for students, staff and residents.
- Serve as a liaison with local law enforcement agencies (ie. DPU) and embassy security personnel, and work directly with them during critical incident situations and follow-up.
- Develop and implement school training plans consisting of emergency exercises and drills for intruder penetration, evacuation, lockdown and other emergency scenarios.
- Reference, maintain, and disseminate the information within the EOP.
- Monitor information and data on news releases and special publications from Overseas Security Advisory Committee (OSAC) relating to school activities and community health/safety concerns
- Act as one of the emergency after-hours contacts
- Manage the school's CCTV network, reviewing/recording incidents, as well as the school's PA alarm and bell system.
- Manage the school's Master Key register, including allocation and retrieval of keys from staff.

Maintenance, Facilities & Grounds, Janitorial

- Take ownership of the entire campus facilities by overseeing all aspects of facility maintenance, upkeep, beauty, and cleanliness, through instruction to, and interaction with, the relevant Supervisors and their teams.
- Organise and manage a programme of routine maintenance, re-decoration and servicing of all school buildings and grounds while ensuring that the school's financial procedures, budget limitations, and tender requirements are observed.
- Ensure that all emergency maintenance and repair (such as broken water pipes, leaking roofs, etc.), is prioritised and carried out promptly. As necessary, engage with external service contractors (i.e. KPLC, Astonfield, Touchpoint, etc).
- Foster an environment of preventative maintenance, coordinating supervisors to regularly audit all school grounds, buildings, and general environment for needed upkeep, maintenance, and improvements.
- Ensure that all campus housing maintenance and repairs are completed in a timely and scheduled manner, and all significant improvements are communicated efficiently with the relevant stakeholders. Ensure that all houses and apartments (both on-campus and off-campus rentals) are furnished according to Rosslyn's standard provision.
- In collaboration with the COD in relation to the annual Staff Housing assignments, develop a summer maintenance/move schedule in consideration of the departure dates of outgoing staff and arrival dates of incoming staff.
- In collaboration with Procurement Staff, monitor the Procurement Stores to ensure back-up provisions of appliances, furniture and equipment are on stand-by for replacement of items in need of repair. In collaboration with the Director of Finance, upkeep the school's asset management record (inventoried and accounted for by location).
- Ensure that all teaching areas are in good order and furnished to minimum requirements and that school events are adequately supported with resources/equipment.



- Coordinate the school's energy conservation and hazardous waste program. Ensure seamless functionality of the Sewage Treatment Plant (STP), as well as the Reverse Osmosis (RO) system. Manage the recycling program to support a green environment.
- Develop and review janitorial cleaning schedules, and ensure that all areas have designated cleaning personnel, and that these areas are kept clean and tidy.
- Ensure that Maintenance, Grounds, and Janitorial staff have adequate and appropriate tools/PPE, equipment, and supplies to perform their tasks well.

Fleet Management/Transportation

- Provide direction to the Fleet Manager (the Transportation Supervisor) in relation to the school bus program, including vehicle maintenance scheduling, student pick-up and drop-off times (determined by arrival and dismissal times), and assignment of drivers and conductors.
- Collaborate with the Business office to ensure route fees and fleet insurance are up to date and relevant. Ensure compliance with all regulations governing bus driver licensing and Department of Transportation (i.e. NTSA regulations), including required staff physicals and random drug and alcohol testing.
- Determine, in collaboration with the COD, appropriate scheduling for future fleet purchases.
- Manage fleet management software, monitoring vehicle tracking, and on-board cameras.
- Provides recommendations for improvement of transportation services and efficiency.
- Ensure Fleet Manager plans, develops and coordinates regular bus schedules including busing required for school events to maximise efficiency .
- Oversee the revision/updating of the school bus driver handbook/guidelines and emergency and safety procedures.
- Conduct accident investigations and complaints from the public and/or parents regarding transportation incidents involving students and staff, and/or school vehicles. Record and document all files relating to investigations, complaints, and accidents.

Food Services

- Provide direction to the school Food Services Manager on the operations of the school kitchen in service of the Commons for HS, MS, and the Eagletorium for ES, as well as other staff or extra-curricular events.
- In collaboration with the Food Services Manager, oversees all aspects of food service, including budget, food provision quality, delivery of supplies, meal/menu development and tracking, and health compliance.
- Ensure staffing of the food service team is adequate and efficiently allocated according to peak demands.
- In collaboration with the Food Services Manager ensure that all staff have required licensing for food handling services.

General Health & Safety in all departments

- Ensure compliance with policies, procedures, and legislation relating to child protection, health, safety and security, reporting all concerns to the COD and/or Superintendent.
- Monitor contracted works being undertaken, ensuring that the Health & Safety regulations are adhered to and to establish safe working practices.
- Responsible for maintaining fire safety in line with fire safety regulations.
- Carry out regular safety inspections of all school buildings, and equipment.
- Ensure that assigned operations staff are trained to use designated vehicles, equipment, machinery and cleaning materials in proper manner, and that accidents at work are reported in line with school procedures.
- Serve on the Health & Safety Committee



EDUCATION QUALIFICATIONS

- University degree in Degree in Administration, Engineering, or Business Management, or other job-relevant education.

WORK EXPERIENCE & FUNCTIONAL CAPABILITIES

- Ten or more years of increasingly responsible experience in physical plant/facility maintenance, operations, services, with five or more years of supervisory experience.
- Aptitude and understanding in the areas of plumbing, heating, ventilation and air-conditioning (HVAC), carpentry, refrigeration, electricity, mechanics, renovation, and construction.
- Understanding of standard construction methods, terminology, materials, equipment and practices.
- Ability to effectively communicate ideas and information in written and oral format to administrative staff, professional colleagues, governing boards, and teams.
- Good interpersonal skills to promote good working relationships between staff, external consultants and students.
- High level of proficiency in computers, inventory software, database systems and facilities related application software and automated building systems
- Ability to manage complex operational demands with a high degree of customer satisfaction
- Excellent line management skills to lead motivate and inspire a team
- Able to delegate effectively ensuring accountability is maintained and results are achieved.
- Knowledge of the requirements of health and safety legislation and good practice relevant to the position including DOSH and Employment law regulations
- Evidence of a strong commitment to the school as the centre of its community is essential.
- Good understanding of procurement, financial management and budgetary control strategies.
- Evidence of previous project and KPI management experience.
- Ability to plan ahead to ensure long term goals, objectives and strategies are met.
- Ability to work to tight deadlines and to take responsibility for meeting agreed targets.
- Ability to handle diverse demands/requests from various stakeholders in a polite, relationship-maintaining manner, even if the request has to be denied.
- Ability to work in a multicultural environment, being sensitive to all backgrounds.

BARRIERS TO SUCCESS

- Lack of understanding of, and personal alignment to, Rosslyn's mission and vision.
- Personal life being incongruent with the Basic Tenets of Rosslyn Academy.
- Poor ability to relationally collaborate across departments within Rosslyn.
- Lack of credibility with internal and external stakeholders of Rosslyn.
- Inability to drive continuous improvement and change in a diverse cross-cultural environment.
- Lack of high analytical, interpretative and decision-making skills.
- Inability to maintain confidentiality in their duties.
- Lack of integrity and/or leadership skills.