

Salary Band 5A	Head of Facility Management (HoFM)
Reports to:	Head of Finance and Administration
Deputy:	Other Unit Head (Band 5)

BACKGROUND

On behalf of the **German Federal Ministry for Economic Cooperation and Development (BMZ)**, GIZ has been working in South Africa since 1994 and opened its offices in 1996. The Country Office is also responsible for operations in Lesotho and Eswatini. GIZ employs around 280 staffmembers in different locations in South Africa and Lesotho including approximately 85 expatriates (seconded experts, development workers and integrated experts) from Germany and other countries.

International comparisons indicate that South Africa has one of the highest violence and crime rates in the world. According to the newest official South African Police statistics incidents of murder increased from 19,000 in 2016/2017 to 25,000 in 2021/2022. Contact crimes and car- jackings as well as armed robberies have all increased significantly over the last decade. There is a strong tendency that crime is becoming increasingly violent. In order to prevent and mitigate the above-mentioned challenges, preventative strategies and behaviours as well as physical security measures are necessary to ensure a safe environment for national staff and expatriate in South Africa, Lesotho and Eswatini.

A. TASKS AND RESPONSIBILITIES

- Leading the employees of the Facility Management Unit in accordance with the company's understanding of leadership and ensure an appreciative leadership culture.
- Property management, technical building management and ensuring the functionality of the GIZ premises in South Africa, Lesotho and eSwatini.
- Managing the Facility Management Unit within the GIZ Country Office (CO) in Pretoria to ensure efficient services to all GIZ Projects, Programs and Clusters, Head Office and other GIZ Country Offices.
- Providing operational and logistical services for GIZ South Africa, Lesotho and eSwatini including day-to-day operations as well as strategic direction and the continuous and measurable improvement of the unit's service and quality compliance.

- A uniform and well-maintained appearance of GIZ premises, in particular by carrying out regular inspections.
- Managing the Country Office cleaning staff, drivers, receptionists, and Facility Management administrator(s). Technical coordination of project receptionists, cleaners and drivers might be applicable.
- Meeting the operations needs of the office independently, with a minimum of intervention
- Efficiently dealing with queries about issues in his / her / their section
- Performing tasks in compliance with GIZ's Procedures and Rules (PuR)
- Correctly providing services within the team in accordance with GIZ's requirements
- Ensuring that facility management functions well in accordance with GIZ standard processes and procedures
- Effectively coordinating with the staff of the finance team and the Commercial Affairs Department at GIZ Head Office.

The Head of Facility Management also performs the following tasks:

B. TASKS

1. Dialogue with Management

- Advises his/her/their peers (other Unit Heads) and superior (Head of Finance and Administration), the Country Director, the Senior Management Team (SMT) and Program Management on questions relating to the thematic area and on issues that are relevant to different groups.

2. Management and leadership responsibility

- Responsible for the business areas, orders and measures assigned within the section and for managing all staff who report to him/her/their (management responsibility for staff in bands 1 up to 4, if applicable)
- Manages staff in accordance with sound management principles and guidelines, also in line with GIZ's cooperation and leadership principles, to promote a sense of corporate identity, enables employees to carry out tasks independently and create scope for creativity and innovation.
- Responsible for recruiting, selecting, grading, planning the assignment of the professional development of staff members who report to him / her / them.

- Responsible for monitoring, managing staff and ensuring that they provide cost-effective services to internal and external business partners.
- Carries out the annual staff assessment and development talk for staff members who report to him / her / them.
- Establishes, communicates and implements long-term goals for the department in order to promote effectiveness and efficiency.
- Leads the implementation and development of facility management policies.
- Develops, communicates and administers team performance, development plans and appraisals.

1. Content-related tasks

Building management

- Manages and coordinates the GIZ premises / building management and its maintenance, monitors the leased GIZ properties in South Africa and advises projects in Lesotho and eSwatini.
- Manages office space rental agreements (renewals and new) in line with GIZ PuR. Ensures landlord liaison and contacts to Growthpoint contractors.
- Manages and coordinates office space allocation, parking space, storage space, ensures monthly cost sharing of allocated office space and boardroom usage. Ensures m2 calculations and cost sharing of office space. Ensures a compliant hotdesking / warm desking work environment and booking tool plus internal cost sharing based on real usage for the GIZ CO and the projects.
- Coordinates renovations, refurbishments and construction projects for the GIZ CO and all projects based in Hatfield Gardens. Ensures unified furniture, colours and material selected as per GIZ SA corporate catalogue.
- Makes sure statutory obligations, health and safety regulations and fire safety standards are met. Maintenance, inspection and testing of fire safety equipment, exists and systems, keeping records and certificates of compliance.
- Ensures maintenance, repairs, and preventing servicing of GIZ material and systems, generator, air conditioners, and general systems (lighting, electricity,

water, heating). Continuous inspection of the building structures under GIZ to determine the need for repairs and maintenance.

- Ensures facility related processes are in place and functional (reception(s), boardroom bookings and usage, cleaning services, waste disposal, driving services for the GIZ CO)
- Monitors the cleanliness of the interior and exterior areas, including offices, conference rooms, basement parking areas etc.
- Works closely together with the GIZ Risk Management Officer concerning building access, and security footage on the premises and close collaboration with Growthpoint security services based at Hatfield Gardens. Provides fingerprints and GIZ ID cards to new GIZ colleagues.

2. Inventory and stationary Management and archiving

- Ensures a well-functioning and compliant inventory system for GIZ CO materials and furniture.
- Manages keys, labelling, access to keys and documentation of such.
- Ensures a well-functioning stocktaking system for stationary material and consumables of the GIZ CO in accordance with GIZ guidelines.
- Establishes an internal archiving management system for all units in line with the records management in GIZ.
- Provides internal relocation services and transporting furniture between offices and floors / buildings.
- Coordinates usage of workshop material, Metaplan boards, flipcharts and ZOPP suitcases
- Coordinates the regular shipping of archive boxes in accordance with GIZ guidelines. (Each Unit to prepare and label their boxes)

Other tasks / duties

- Performs other duties and tasks at the request of management.
- Reports all problems with Facility Management and compliance without delays.
- Responsible for a complaint filing structure within the unit in accordance with GIZ rules.
- Prepares for audits and internal controls and ensures that all unit related documentation is available, including completion reports.

- Deputizes for other Unit Heads and the Head of Finance and Administration during their absences.
- Networks with other units and thinks and acts outside the boundaries of the immediate team and takes into account management goals and requirements.
- Designs group and working procedures in line with objectives, requirements and the client's needs.
- Further develops themes and instruments in his/her/their working area and incorporates these into the overall context.
- Makes available expertise in the context of knowledge management and advises external parties on issues from the Facility Management area of responsibility.
- Helps conserve energy by acting in an environmentally friendly manner and points out additional scope in this regard.
- Formulates solutions for complex issues and fundamental issues relating to the section.
- Takes an active part in IDA country/IDA project and digital tools in general.
- Ensures data protection within his / her / their area of responsibility.
- Undertakes further job training related to his / her / their position and duties if required. If required specific training needs shall be identified and appropriate programmes will be selected jointly with the Head of Finance and Administration and the Head of HR.

1. REQUIRED QUALIFICATIONS, COMPETENCIES AND EXPERIENCES

Qualifications:

- Master's degree in relevant specialisation and qualification in business administration, economics or similar (equivalent of BA or MBA)

Professional experience

- at least 10 years' professional experience in a comparable position with management experience with at least 5 years of supervisory experience
- results-oriented, metrics-driven leader with experience in facility management and knowledge of building technology (fire alarm, fault alarm system, emergency management)

- experience in international development cooperation, digital transformation, and compliance.

Other knowledge, additional competencies, and abilities

- occasional on-call assignments are no problem for you.
- strong communication skills.
- proven leadership and excellent social skills, excellent management skills.
- finely tuned organisational skills and ability to work on one's own initiative at the conceptual level.
- very good working knowledge of ITC technologies (related software, phone, email, the internet) and computer applications (e.g. Office 365, stocktaking software etc);
- Fluent in English language (oral and in writing), ideally knowledge of the German language.
- Confidential handling of data and information.
- Result oriented performance.
- commitment, team spirit, reliability, diplomatic skills, gender competence, inclusion and intercultural understanding.
- Ability to think and act strategically and analytically or to grasp things quickly and have an eye for the essentials.
- Willingness to upskill as required by the tasks to be performed – corresponding measures are agreed with management.

2. ADDITIONAL INFORMATION

- This position is based **at** the GIZ South Africa/Lesotho/Eswatini Country Office in **Hatfield, Pretoria**.
- The contract period for this position is **24 months**.
- At GIZ, you will be offered **a global** network and an atmosphere that is characterised by diversity, respect, and genuine equal opportunities. Gender equality promotion is a matter of course for us.
- GIZ is a signatory of the Diversity Charter. Recognition, appreciation and inclusion of diversity in the company are important to us. All employees shall be valued - regardless of gender and gender identity, nationality, ethnic origin, religion or belief, disability, social background, age or sexual orientation.
- GIZ would like to increase the proportion of employees with disability. Applications from persons with disabilities are most welcome.

3. APPLICATION PROCESS

GIZ will only assess applications which meet the following criteria:

Suitable candidates should apply by submitting a

- **Cover/Motivation Letter (concisely 1 page)** clearly stating your motivation for applying for the position and as well as salary range expectation.
- A detailed CV indicating their nationality.

We expressly welcome applications from women and traditionally marginalized group.

The application should be submitted to: recruit-pretoria@giz.de, with the following email subject line “**Application for Head of Facility Management**” for the attention of Head of Human Resource.

Closing date for applications: **22nd February 2024.**

Only applicants shortlisted for interview will be contacted.

Applications without a Cover letter will not be considered!