

## Terms of Reference

### 1. Background

The General Manager for the Facility Management Division is a key position within NHDCL, responsible for overseeing and ensuring the efficient and safe operation of physical facilities, including building maintenance, security, health and safety, and resource management of the Gyalsung Academies at the 5 locations. This position is pivotal in ensuring that the facilities are managed in a way that supports the smooth operation of the Academies. The General Manager shall champion the development and execution of the Business Model for Facility Management of Gyalsung Academies.

### 2. Objectives

The main objective of the General Manager is to manage the day-to-day operations of the GAs's facilities, ensuring they meet the needs of clients while maintaining safety, functionality, and compliance with regulatory requirements.

### 3. Scope of Work

The General Manager Manager will be responsible for the following tasks:

#### ***3.1. General Duties and Responsibilities***

- Champion the development and execution of Business Model for Facility Management of Gyalsung Academies.
- Execute the business and operational plans of the Division.
- Monitor, control and supervise divisional functions of the division in line with the service rules, allotment rules, maintenance rules, financial manual and procurement rules and regulations and other relevant guidelines/rules related to the functions of the Division.
- Oversees the planning, design, estimating, construction and supervision of maintenance Works at each Academy.
- Oversee the maintenance and repair of the physical facility, ensuring all systems (HVAC, electrical, plumbing, etc.) are functioning effectively.
- Manage the scheduling of routine maintenance, inspections, and repair work.
- Implement preventive maintenance strategies to minimize downtime and extend the lifespan of equipment and infrastructure.
- Supervise the work of contractors and ensure adherence to contractual agreements, safety, and quality standards.
- Provide strategic guidance and technical support to the project team in planning maintenance works to ensure smooth functioning of the Academies.
- Review and report to the management on the overall progress and results against operational and financial objectives and initiate courses of action for improvement.
- Ensure adequate planning and monitoring practices in the company.

- Coordinate and facilitate the planning and coordination between various Academies and the headoffice.
- Maintain inventory of assets
- Evaluate and monitor the divisions and sections as per the reporting structure and provide the link and synergy between and amongst the divisions/sections/units and the management.
- Manage and liaise with GHQ and NHDC management on all compliance requirements against the annual compact plan, monitoring and review.
- Ensure quality assurance of all the projects.
- Ensure adequate safety at the work sites.
- Evaluate Performance Management Systems effectively by aligning key performance metrics establishing realistic goals and providing accountability through reporting and analytics.
- Ensure an effective performance management system, including Annual Performance Compact (APC) planning and reporting with the Facility Managers and the management.
- Provide management with accurate, relevant, timely and complete information on matters related to the operation of the FM.
- Intervene and resolve strategic project issues with the clients and other parties and represent the interest of the company on the matters concerning the Division.
- Manage and ensure risk management plans and monitoring on time.
- Supervise the preparation and submission of the budgets for the division and monitor the approved budget.
- Ensure and protect the brand and image of the company.
- Ensure timely submission of reports of activities under the division to the Head of Organization.
- Handing/taking over of the units/infrastructure, verification and preparation of inventory list.
- Ensure effective communication and appropriate and constructive relationships with the stakeholders and within the company.
- Any other tasks assigned by the Management.

### ***3.2. Budgeting and Financial Management***

- Develop and manage the facility's operating and capital budgets.
- Track and report on expenses related to maintenance, utilities, and other facility operations.
- Identify cost-saving opportunities, including energy efficiency improvements.
- Manage contracts and negotiate with suppliers and service providers to ensure cost-effective solutions.

### ***3.3. Vendor and Stakeholder Management***

- Manage relationships with external service providers (e.g., cleaning, landscaping, security).
- Ensure service level agreements are maintained and that vendors deliver quality services.
- Act as the main point of contact for facility-related issues raised by employees or external stakeholders.

### 3.4. Planning & Monitoring

1. Monitor progress of plans, programmes and activities of all the Gyalsung Academies.
2. Set performance parameters and targets.
3. Implement a robust monitoring system physically and virtually.
4. Facilitate the project teams to complete the projects/assignments on time by acting as a link between the management and the execution teams.
5. Conduct monthly progress reviews and report shortfalls to the management for immediate attention.
6. Conduct quarterly progress review meetings on time.
7. Improve reporting techniques and templates, including case studies for some typical projects.
8. Compile project reviews and seek feedback for improvements from the vendors/clients and stakeholders.
9. Report on all aspects of performance against the set parameters and targets.
10. Evaluate and propose incentives payable to the project team (if any).
11. Archive the project reports (PIP and PCR) electronically and in print form.
12. Propose mechanization, new construction technology and materials.
13. Propose changes in the construction methodologies and items of works after ascertaining benefit to the company in terms of time and cost.
14. Any other tasks assigned by the Management.

### 3.5. Quality Assurance

1. Prepare a total quality management plan.
2. Prepare a quality monitoring and reporting plan.
3. Set quality measurement parameters and targets.
4. Provide technical backstopping to the quality control personnel of the projects.
5. Monitor the quality and safety of the infrastructure regularly.
6. Ensure that desired technical requirements such as specification, choice of materials, and costs, as per the approved design are complied with and implemented at the project sites.
7. Review corrective actions are taken at the project sites on quality issues.
8. Examine the quality control methods being used to determine if the supervisor is properly controlling the quality at sites.
9. Review processes, practices, and procedures and identify possible areas for change to improve the quality of resulting works.
10. Conduct onsite training for project staff on quality control and other construction subjects.
11. Maintain records and keep track of the implementation of all the observations at the site by the QA team.
12. Act as the liaison with parties outside the company on matters related to quality.

13. Report to management for substandard works or recurring quality issues, or non-compliance to quality.
14. Report the quality evaluation report to the management during the quarterly progress review meetings.
15. Any other relevant responsibilities related to quality assurance, which are not included above and those assigned by the Management.

### **3.6. Occupational Health & Safety**

1. Prepare safety standards, protocols, guidelines and SOPs to support the implementation of OHS guidelines for Project sites.
2. Review reports submitted by Projects concerning OHS at the project sites to arrive at practicable solutions to problems.
3. Investigate every accident and dangerous incidents report which took place within the workplace and any occupational disease contracted in the workplace.
4. Ensure compliance with relevant health, safety, and building regulations.
5. Oversee the security of the building and grounds, including managing security personnel, systems, and protocols.
6. Conduct regular risk assessments and ensure emergency preparedness plans are up-to-date and well-communicated.
7. Advise the Facility Managers in planning and organizing measures necessary for effective control of workplace accidents and personal injuries.
8. Oversee the compliance of occupational health, safety and welfare guidelines at workplaces.
9. Ensure all cautionary health and safety signs are displayed at all workplaces.
10. Ensure all personnel safety equipment, tools, and other gear relevant to the individual workplace is available and used at all times.
11. Ensure that workers and visiting guests to the workplace are provided with relevant safety gear.
12. Ensure that periodic safety and health instructions and pep talks are provided at the workplace to the workers.
13. Liaise with the Ministry of Health for health check-ups to prevent long-term occupational diseases.
14. Liaise with the external agencies to implement ISO certification and conduct periodic safety inspections/audits at the project sites.
15. Review and report safety and health incidents and accidents immediately to immediate supervisor and management.
16. Report the safety implementation measures during the QPRMs.
17. Develop and enforce health and safety policies and procedures.
18. Any other tasks assigned by the Management

### 3.7. Asset Maintenance Functions

1. Receiving the maintenance request and verification of complaints.
2. Verification and process of payments through ERP.
3. Regular inspection of the facility to determine the maintenance requirement and framing of the cost estimate.
4. Supervision of maintenance activities.

### 3.8. Asset Management functions:

1. Oversee the records of all assets (land and buildings) of the GAs.
2. Develop, record and maintain housing stocks and other infrastructure of the GAs on a periodic basis.
3. Ensure accountabilities of assets issued to users.
4. Ensure that all the assets are efficiently utilized within their life and recommend any maintenance.
5. Ensure physical verification of assets are carried out annually along with uniform asset codification.
6. Assess all risks associated with assets and arrange necessary insurance.
7. Research and assist in developing, managing and monitoring activities of assigned properties in the GAs.
8. Develop and recommend asset management policies and procedures.
9. Prepares reports and presents to management as and when required.
10. Understand, interpret, explain and apply laws, regulations, ordinances and policies applicable to assigned asset management programs.
11. Any other tasks assigned by the Management.

## 4. Key Deliverables

- Regular maintenance and operational reports.
- Health and safety audit reports.
- Financial reports on facility-related expenditures.
- HR planning and management documentation.
- Vendor performance evaluations.
- Annual Performance reports.

## 5. Duration of Assignment

The General Manager shall be recruited for an initial 3 years period on contract with possibility of extension based on performance. Regular performance evaluations will be conducted in accordance with company policies to assess the General Manager's alignment with the organization's goals.

## 6. Reporting Structure

The General Manager will report to the Chief Executive Officer. He/She will also work closely with the identified focal or the Commandant of respective Gyalsung Academies, relevant officials of the GHQ, division heads, external vendors, and other stakeholders to ensure seamless facility operations.

## 7. Qualifications and Experience

- A bachelor's degree in B.Tech (Civil/Electrical/Mechanical)/B.Com/BBA/BBM with a minimum of 10 years working experience.
- Knowledge of building systems, health and safety regulations, and sustainability practices.
- Strong organizational, problem-solving, and communication skills.
- Experience in managing budgets and negotiating contracts.
- Proficiency in facility management software and other relevant tools.

## 8. Performance Indicators

- Facility uptime and maintenance efficiency.
- Compliance with safety and regulatory requirements.
- Budget adherence and cost-effectiveness of operations.
- Employee satisfaction with facility services.
- Implementation of sustainability initiatives.