



JOB DESCRIPTION

Job Title:	Facilities Manager
School/Department:	Estate Department
Job Family and Level:	Level 5
Contract Status:	Permanent
Location:	University of Nottingham, Malaysia Campus
Reporting To:	Head of Estate
Job Overview:	<p>The Facilities Manager (Cleaning & Landscaping) is responsible for managing and overseeing all aspects of the campus-wide cleaning and landscaping services, including student accommodations and sports complex. This role includes supervising both in-house staff and outsourced service providers, ensuring that services are delivered efficiently, consistently, and in line with established safety, hygiene, and environmental standards.</p> <p>The Facilities Manager plays a key leadership role in maintaining a clean, safe, and visually appealing campus environment while contributing to sustainability initiatives such as waste reduction, eco-friendly practices, and biodiversity enhancement. The role requires strategic planning, effective team and contract management, and continuous quality improvement.</p>

Generic Roles:

No.	Description
1.	Team Leadership & Supervision: <ul style="list-style-type: none">Lead, manage, and supervise both in-house cleaning and landscaping teams as well as outsourced service providers to ensure high-quality delivery.Develop and enforce KPIs for staff and contractors, including cleanliness, landscape quality, response time, and service standards.Provide onboarding, training, and mentoring for in-house staff to enhance skill sets and ensure professionalism.Conduct contractor performance reviews, manage escalations, and ensure contractual compliance.Foster teamwork and promote a positive and respectful working culture among all personnel.
2.	Compliance & Documentation: <ul style="list-style-type: none">Ensure all cleaning and landscaping activities comply with relevant local health, safety, environmental, and hygiene regulations.Maintain service contracts, SOPs, cleaning schedules, risk assessments, pest control records, and landscaping plans.Ensure contractors and staff adhere to safety protocols and operational standards.

3.	Budgeting & Resource Management: <ul style="list-style-type: none"> • Prepare and manage budgets for cleaning and landscaping, including workforce, materials, equipment, and contractor services. • Ensure adequate stock of cleaning agents, tools, and gardening supplies, and monitor usage for efficiency. • Participate in procurement and tendering processes for outsourced services and materials.
4.	Planned Preventive Maintenance (PPM): <ul style="list-style-type: none"> • Develop and implement comprehensive cleaning and landscaping schedules, considering academic calendars and special events. • Coordinate pest control programs, deep cleaning, floor care, lawn maintenance, tree trimming, and irrigation activities. • Ensure timely execution of all scheduled activities to maintain cleanliness and greenery standards.
5.	MaintainX Work Orders Monitoring & SLAs: <ul style="list-style-type: none"> • Utilise MaintainX or similar CMMS systems to manage service requests, inspections, and routine tasks. • Assign work orders appropriately to internal teams or external vendors, ensuring timely resolution. • Track performance against SLAs for both in-house services and contracted workers. • Audit completed work for quality and efficiency; provide feedback and improvements.
6.	Reporting & Performance Monitoring: <ul style="list-style-type: none"> • Generate regular reports on service effectiveness, cleanliness levels, landscape condition, contract compliance, and stakeholder satisfaction. • Monitor KPIs such as cleaning audit scores, landscape health, response time, pest control performance, and waste metrics. • Recommend enhancements and innovation based on performance data.

Specific Roles:

No.	Main Responsibilities
1.	Campus Cleaning Services Management: <ul style="list-style-type: none"> • Oversee the daily cleaning operations for academic buildings, administrative offices, common areas, and accommodations. • Lead in-house janitorial teams and coordinate with cleaning contractors to meet hygiene and presentation standards. • Manage deep cleaning, disinfection routines, and pest control activities across the campus. • Ensure proper management of waste collection, sanitary disposal, and recycling initiatives.
2.	Landscaping and Grounds Maintenance: <ul style="list-style-type: none"> • Supervise in-house gardeners and oversee landscaping contractors to maintain all green areas, including gardens, lawns, trees, and water features. • Ensure regular lawn mowing, trimming, seasonal planting, weeding, and pest/disease control. • Monitor and manage irrigation systems to ensure healthy vegetation and minimise water waste. • Support biodiversity enhancement and promote sustainable landscaping practices.

3.	Sustainability & Environmental Initiatives: <ul style="list-style-type: none"> • Lead initiatives such as recycling, composting, eco-friendly cleaning solutions, and sustainable landscaping (e.g., drought-tolerant planting). • Support university environmental goals through green space planning, biodiversity conservation, and low-impact cleaning practices. • Promote staff and student awareness of green practices within cleaning and landscaping operations.
4.	Contract Management & Stakeholder Engagement: <ul style="list-style-type: none"> • Ensure outsourced cleaning and landscaping service providers meet all contractual and operational expectations. • Coordinate procurement processes and evaluate vendor performance regularly. • Act as a liaison with university stakeholders, responding promptly to service requests, event support, and feedback. • Participate in campus event preparation and post-event clean-up activities.

Job Requirements:

Specification	Essential	Desirable
Qualifications / Education	<ul style="list-style-type: none"> • Diploma or Degree in Facilities Management, Environmental Science, or a related field. • Minimum 8 years' experience in managing cleaning and/or landscaping services. 	<ul style="list-style-type: none"> • Certificate in Occupational Health & Safety or Green Facilities Management. • Training in Landscaping or Horticulture.
Working Experience	<ul style="list-style-type: none"> • At least 5 years in a supervisory or managerial role involving both in-house staff and service contractors. • Experience in campus, hospitality, or large facility environments. 	<ul style="list-style-type: none"> • Experience in managing green campus initiatives, waste reduction, or biodiversity enhancement.
Knowledge and Skills	<ul style="list-style-type: none"> • Strong leadership, people management, and interpersonal skills. • Knowledge of cleaning procedures, janitorial equipment, chemicals, and landscape maintenance. • Ability to plan, monitor KPIs, manage contracts, and resolve conflicts. • Proficiency with CMMS tools such as MaintainX. 	<ul style="list-style-type: none"> • Familiarity with eco-friendly cleaning products, native plants, sustainable landscaping methods. • Understanding of pest control standards and waste management systems.
Character Attributes	<ul style="list-style-type: none"> • Proactive, organised, and accountable leader. • Detail-oriented with strong problem-solving skills. • Strong commitment to service quality and environmental responsibility. 	<ul style="list-style-type: none"> • Passionate about sustainability and green campus initiatives.

Working Conditions	<ul style="list-style-type: none">• Full-time position.• Availability for emergency response outside of regular working hours (evenings, weekends, or holidays).• Ability to work in various environmental conditions (indoors/outdoors, confined spaces, heights, etc.).	
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