



JOB DESCRIPTION

Job Title:	Operations Assistant Manager
School/Department:	Estate Department
Job Family and Level:	Level 4
Contract Status:	Permanent
Reporting To:	M&E Manager
Job Overview:	The Operations Assistant Manager is responsible for the effective management and operation of all civil, structural, and selected mechanical & electrical (M&E) maintenance services across the university campus, including plumbing, roofing, flooring, wall finishes, doors and locks, ceiling, painting, drainage systems, and related infrastructure. This includes oversight of both in-house technicians and outsourced service providers, ensuring that all work is completed to a high standard, on schedule, and in compliance with relevant regulations. In addition to day-to-day maintenance management, this role contributes to planning and executing special and infrastructure projects, including upgrades, refurbishments, and improvement works. The role involves working closely with consultants, contractors, and university stakeholders to deliver infrastructure projects that support the long-term development, safety, and functionality of the campus. The role will also provide necessary support for M&E operations when required, collaborating closely with the M&E Manager to ensure cross-functional efficiency across facilities services.



Generic Roles:

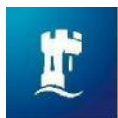
No.	Description
1.	Team Leadership & Supervision: • Lead and supervise in-house civil and structural maintenance teams and manage outsourced vendors. • Set clear performance expectations and KPIs for team members and contractors. • Conduct training and upskilling programs to ensure staff are equipped with up-to-date industry knowledge and best practices. • Promote safety, accountability, and quality workmanship among all personnel. • Support cross-functional collaboration with M&E teams when needed for joint operations.
2.	Compliance & Documentation: • Ensure compliance with all local building codes, health and safety regulations, and environmental standards. • Maintain accurate records of inspections, maintenance activities, contractor works, and project documentation. • Ensure work permits, risk assessments, and method statements are completed and approved for all relevant activities. • Support documentation related to M&E systems, including minor electrical or mechanical interventions as assigned.
3.	Budgeting & Resource Management: • Assist in preparing and managing operational budgets for civil and structural maintenance. • Provide cost estimates for repairs and minor works. • Track material usage and maintain inventory of common building repair supplies and tools. • Provide input for five-year capital planning and asset replacement related to building infrastructure. • Assist in preparing M&E-related cost estimates and budgets when needed.
4.	Preventive and Corrective Maintenance: • Implement preventive maintenance plans for civil and structural components such as roofing, floors, plumbing systems, locks, and doors. • Ensure timely resolution of work orders and complaints related to civil infrastructure. • Identify recurring issues and recommend long-term solutions or improvements. • Coordinate with the M&E team for integrated preventive maintenance across services.



5.	Work Orders & SLA Monitoring: • Use MaintainX or other CMMS tools to manage work requests, schedule inspections, assign jobs, and monitor progress. • Ensure timely execution of tasks according to defined SLAs and scope of work. • Review completed work for quality, safety, and compliance. • Analyse reports to identify trends and propose service improvements. • Ensure M&E-related work orders (if applicable) are tracked and escalated appropriately.
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Specific Roles:

No.	Main Responsibilities
1.	Civil & Structural Services Management: • Manage the maintenance and repair of plumbing systems, roofing, ceiling, walls, flooring, doors, locks, tiling, waterproofing, and structural features across campus buildings. • Lead maintenance of external infrastructure such as walkways, drains, curbs, fencing, and building facades. • Manage servicing of infrastructure such as grease traps, gross pollutant traps (GPT), lake CDS systems, and underground drainage systems. • Ensure all maintenance activities are performed safely and efficiently with minimal disruption to campus operations.
2.	Project Management – Infrastructure Upgrades & Refurbishments: • Lead in planning, execution, and handover of infrastructure projects such as building upgrades, refurbishment works, and civil improvement • Prepare project scopes, budgets, schedules, and risk assessments. • Coordinate and supervise consultants, architects, contractors, and other stakeholders. • Ensure projects are delivered on time, within budget, and aligned with the university's strategic goals and compliance requirements. • Ensure completion of quality control checks, commissioning, and final inspections before handover. • Assist with M&E infrastructure upgrades when required.
3.	Contract and Vendor Management: • Manage contracts and performance of external service providers for civil maintenance and projects. • Ensure adherence to service level agreements, quality standards, and safety requirements. • Participate in procurement processes, tender evaluations, and contractor selections. • Conduct regular contractor performance reviews and audits. • Support vendor performance monitoring related to minor M&E services when relevant.



4.	Health, Safety & Environmental Management: • Promote and enforce safe working practices in all maintenance and project activities. • Lead incident investigations and corrective actions when issues arise. • Ensure risk assessments, work permits, and environmental controls are properly implemented. • Support initiatives to enhance sustainability in building materials, methods, and waste handling. • Promote compliance with electrical safety standards and mechanical operational protocols when supporting M&E teams.
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Job Requirements:

Specification	Essential	Desirable
Qualifications/ Education	• Degree in Electrical/Civil Engineering, Building Maintenance, Construction Management, or related discipline. • Diploma holders with substantial work experience in a related field may also be considered.	• Chargeman Certificate. • Certified Construction Manager or Project Management Professional (PMP). • Safety certifications such as CIDB Green Card, OSHA, or equivalent.
Working experience	• Minimum 5 years of experience in facility or infrastructure maintenance and project management. • Experience in supervisory role and in managing civil maintenance and/or infrastructure projects.	• Experience in managing large-scale refurbishment projects on campus or institutional settings. • Exposure to M&E systems or facility support.
Knowledge and Skills	• Strong knowledge of building systems, plumbing, roofing, waterproofing, flooring, and structural maintenance.	• Familiarity with sustainable construction practices, green building codes, and water management systems. • Knowledge of mechanical and electrical systems.



	• Excellent project management skills including cost control, scheduling, and quality assurance. • Proficient in using CMMS tools such as MaintainX. • Good communication, negotiation, and contractor management skills.	
Character Attributes	• Hands-on, practical, and proactive leadership style. • Detail-oriented with strong analytical and problem-solving skills. • High integrity, accountability, and ability to work under pressure.	• Passionate about sustainability and green campus
Working Conditions	• Full-time position. • Availability for emergency response outside of regular working hours (evenings, weekends, or holidays).	