

Position Title	Section Head - General Services
Department	Procurement & General Services
Job Code	HR-38-2022

## Job Description

To manage the planning, coordination and administration of Facility Management Services, administrative support, reception services and other support services for staff and students at Sorbonne University, Abu Dhabi (SUAD) in a safe, reliable and efficient manner.

### Key Responsibilities:

- Supervise the activities and work of direct reports by providing formal and informal feedback to ensure that all general services activities are carried out in an efficient manner and in accordance with set individual targets.
- Oversee and advise about changes to the external services contract, ensuring continuous improvement and achievement of all SUAD's requirements related to the campus management services.
- Prepare and review the scope of work of all tenders related to the general services agreements in collaboration with the procurement team.
- To manage SUAD properties and services according to the PPP agreement.
- Verify and report discrepancies, if any, of the Service Level Agreement (SLA) ensuring alignment to statutory standards and SUAD guidelines.
- Develop and maintain an effective business relationship with the external service provider, ensuring the services required are delivered to high standards.
- Liaise with all internal and external stakeholders, including the external facilities management company on-campus, to manage the day to day campus operations smoothly and efficiently.
- Plan and seek approval for structure changes and request ad-hoc services to ensure SUAD's requirements are met.
- Ensure the identification of opportunities for continuous improvement of general services activities, processes and practices, taking into account government and regional best practices, improvement of business processes, cost reduction and productivity improvement
- Implement and follow department policies, processes, standard operating procedures and instructions and ensure supervisees comply so that work is carried out in a controlled and consistent manner.
- Prepare department reports for own area of work as required in a timely and accurate manner to meet SUAD and department requirements, policies and standards.
- Perform other related duties or assignments as directed by the Line Manager

Profile (Minimum Qualifications, Minimum Experience, Job Specific Skills)

**Minimum Qualifications:**

Bachelor's degree. Master's degree is preferred.

**Minimum Experience:**

5 years general service experience, preferably in the Higher Education sector

**Job-Specific Skills:**

- Leadership skills
- Analytical ability and problem solving
- Contract management knowledge
- Service Level Agreements design and monitoring
- Interpersonal skills
- Conflict resolution skills
- Knowledge of the international and UAE facility management laws and regulations
- Languages: English is mandatory. Arabic is preferred.

Conditions

NA

Grade

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Package Details

NA

How to apply

<http://www.sorbonne.ae/vacancies/>

Application closing date

26 Sep 2022