

ROLE PROFILE	
Job Title:	Facilities Manager
Level:	<i>Under Review</i>
Reporting to	Head of Property
About Us	<p>The Vision of Dublin Port Company is to have the required capacity to service the needs of its customers and the wider economy efficiently, sustainably and safely. Also, Dublin Port will integrate with the City by enhancing the natural and built environments. The Port is being developed in line with Masterplan 2040.</p> <p>Dublin Port Company's mission is to:</p> <ul style="list-style-type: none"> • Foresee the requirements and demands for additional Port infrastructure and make our investments on time • Plan and implement capital projects needed to provide port capacity • Optimise the use of land, facilities and infrastructure in the Port • Provide port infrastructure to be operated efficiently, competitively and sustainably • Identify, evaluate and manage large infrastructure development projects • Ensure business risks are assessed and mitigated in all areas, particularly safety, security, business continuity and the environment • Create linkages between the Port and the City so that the heritage of the Port becomes an integral part of the heritage of the City • Seek to create value for all stakeholders including our shareholder, customers, employees and neighbours
Role Context and Description	<p>The DPC property team is responsible for over €13million of income in an estate spanning over 309ha in Dublin, Dundalk and Dublin Inland Port. Undergoing significant transformation to ensure that the Port is ready to meet the challenges of a rapidly growing economy, this represents an excellent time to join the company.</p> <p>While the role mostly comprises facilities management, it will be a varied role covering general property matters, property management and property inspections. The Facilities Manager will support the head of property in delivering on its functional responsibilities within the company. The Facilities Manager may provide cover by phone and occasionally on site cover during out of office hours.</p>
The Person we are looking for	<p>The person we are looking for will be an enthusiastic and experienced Facilities professional to work within a busy property team. Highly motivated, the DPC Facilities Manager will manage relationships with tenants and stakeholders in line with Dublin Port Company values of</p> <ul style="list-style-type: none"> • Stewardship • Trust and respect • A unified team of strong individuals • Excellence • Efficiency • Flexibility

<p>Qualifications, experience & required skills</p>	<p>Must Have:</p> <ul style="list-style-type: none"> • Either a property and/or facilities background, either client side or agency side • Professional membership of one of the following (or equivalent) <ul style="list-style-type: none"> ○ SCS – Society of Chartered Surveyors ○ RICS – Royal Institute of Chartered Surveyors ○ IPFMA – Irish Property and Facilities Managers Association ○ RIAI – Royal Institute of Architects Ireland • At least 3 years post qualification experience with 2 years working in facilities / property management or five years working in facilities / property management • An ability to interpret lease terms and ensure occupiers are meeting these obligations • Knowledge of best practice in the enforcement of lease clauses • Use of property management software • Good report writing skills • Expert knowledge of facilities management • Strong numerical and IT literacy • Able to work on his/her initiative • Strong health and safety ethic • Knowledge of BMS, HVAC and Energy management • Knowledge of Fire Safety /O&M’s procedures and reviews • Knowledge of overseeing building refurbishments • Knowledge of building and maintaining building Safety Files • Ability to manage PPM • Knowledge of the effective use of facilities management providers ensuring that DPC meets all best standards • Full clean driving licence <p>An Advantage but not Essential:</p> <ul style="list-style-type: none"> • A 3rd level qualification in a property related field • Understanding and knowledge of software such as Qube, Laserfiche, Engage and Pemac • Good Electrical and Mechanical knowledge
<p>Key Competencies</p>	<ul style="list-style-type: none"> • Influencing, Negotiation and Diplomacy – able to influence the views and behaviours of others through persuasion and encouragement • Relationship Building – identify, initiate and maintain key working relationships • Questioning and challenging – to get to the root of people and business issues, able to challenge constructively and confidently • Planning and Organising – plans and organises tasks and work responsibilities to achieve business objectives • Judgement and Decision making – uses sound judgement to make good decisions based on analysis of information, business need, risks and governance. Considers all relevant facts and alternatives before deciding on the most appropriate action • Communication – expresses thoughts and ideas in a clear and concise way using a style that is appropriate to the audience so as to engage and gain buy in • Team Player - actively and positively participates in a team • Safety Management – able to apply safety regulations in a credible and trusted manner

<p>Key Responsibilities</p>	<ul style="list-style-type: none"> • Ability to manage relationships with Dublin port occupiers and internal customers. Be the DPC ambassador for good Client/Tenant relationships • Budget adherence • Coordinate contractors and ensuring all documentation is in place for any works being carried out • Respond to Emails on regular basis and address any requests • Respond to Tenant issues relating to facilities • Respond to any Estate/Facilities queries which arise daily • Evaluate required works and discuss with any interested personnel • Meet with contractors on site, request quotations and compare • Select contractor and issue purchase orders • Setting up of RCT contracts with DPC procurement department • Review contractors Rams and Health and Safety Documentation • Inspect Insurance documentation to confirm up to date and to ensure DPC are indemnified by all contractors coming on site • Arrange access facilities for external contractors to site • Ensure safety procedures throughout works • Monitor Work in Progress and inspect completed works and sign off for payment • Review of heating efficiencies, adjustments and monitor BMS Reports • Carry out detailed Building and site surveys • Compile reports • Liaise with DPC Security on matters arising • Liaise with Land Operations team on any related overlapping matters • Liaise with M & S department on related matters • Liaise with telecommunications contractors regarding access to outbuildings • Attendance at meetings when required – Zoom, Training and DPC Client • Ensure Health and Safety Logs and PPM logs are updated effectively • Attend to all matters relating to Hard Services ie; Heating, Fire safety systems, Lifts and elevators, Electrical, Mechanical and general Building Maintenance • Dealing with all matters relating to Soft Services ie: Cleaning, Waste Management Interior décor Landscaping
<p>In order to be successful we need someone who is</p>	<ul style="list-style-type: none"> • Confident and resilient • Problem solver • Excellent communication skills • Self-motivated and able to work on own initiative • Computer literate • Strong customer service orientation • A flexible attitude and a strong Team player • Excellent time management
<p>Barriers to success in role</p>	<ul style="list-style-type: none"> • Inability to communicate effectively • Communication style is unsuited to the role • Insufficient attention to detail • Poor customer service skills • Poor knowledge or interest in facilities management • Poor numerical skills • Limited ability to put legal understanding of agreements into commercial practice • Poor organisational skills