

FACILITIES MANAGER

Job Advertisement

Reporting To:	Executive Director: Commercial	
Division:	Commercial Division	
Grade Level:	9.1	
Remuneration:	\$79,178.00	
Special Requirements:		
Employment Type: <input checked="" type="checkbox"/> Continuous Employment <input type="checkbox"/> Fixed Term Contract <input type="checkbox"/> Independent Contractor <input type="checkbox"/> Consultant <input type="checkbox"/> Intern	Hours: <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Part-Time Shift <input type="checkbox"/> Casual/Flexible	Location: <input type="checkbox"/> All Islands <input checked="" type="checkbox"/> Providenciales <input type="checkbox"/> Grand Turk <input type="checkbox"/> Salt Cay <input type="checkbox"/> North and Middle Caicos <input type="checkbox"/> South Caicos

About The Turks and Caicos Islands Airports Authority

The Turks and Caicos Islands Airports Authority ("TCIAA") (established under The Airports Authority Ordinance, Ord.11 of 2005) is responsible for constructing, controlling, and managing airports and providing and maintaining runways, taxiways, and terminals for the efficient operation of airports in the Turks and Caicos Islands. Its current portfolio consists of owning and operating six airports while providing air navigation services for the low-level airspace above the territory. Our mission is to provide world-class airport facilities and operations through high standards in safety, security, quality, efficiency, innovation, and customer service, recognizing their importance to the overall socio-economic development and strategic growth of the Turks and Caicos Islands.

About the role

The Facilities Manager at the Turks and Caicos Islands Airports Authority (TCIAA) is a pivotal role, responsible for the **overall upkeep, maintenance, and pristine operation of all TCIAA facilities**, encompassing our six airports and the administration building. The role requires a highly proactive and results-oriented manager with a "get the job done" attitude and an unwavering commitment to quality.

This role demands serious concern for the quality of facilities and their upkeep, with the ultimate aim of delivering and maintaining **best-in-class airport facilities** that consistently meet and exceed international standards. The Facilities Manager will ensure all infrastructure is in optimal condition to support seamless and efficient airport operations, while consistently prioritizing passenger comfort, convenience, minimal disruption, and a stellar airport experience. Reporting to the Executive Director: Commercial, the Facilities Manager or another Executive Director from time to time, will also play a key role in integrating Environmental, Social, and Governance (ESG) principles into facility management practices, promoting sustainability and environmental stewardship throughout TCIAA's operations.

Critical Distinctions to Note: It is important to note that the TCIAA has an Engineering and Maintenance Manager and support team. While the “Facilities Manager” and “Engineering and Maintenance Manager” may sound similar and have overlapping responsibilities, they operate at different strategic levels and have distinct scopes at the TCIAA. The Facilities Manager will have broader, strategic oversight, being responsible for the overall lifecycle of TCIAA’s physical assets and infrastructure, from planning and design to operations, maintenance, and eventual disposal. The Facilities Manager will focus on the “big picture”, i.e. how the facilities support the TCIAA’s core objectives (e.g. how the facilities contribute to passenger experience, operational efficiency, and revenue generation). The Facilities Manager also both “hard services” (i.e. physical assets) and “soft services” (like cleaning, landscaping, space planning, utilities management, etc.). The Engineering and Maintenance Manager (“EMM”) on the other hand has a more narrow and tactical focus on the upkeep and repair of equipment, machinery, and physical assets. The EEM is primarily responsible for “hard services” and ensuring that equipment and systems are functioning correctly to minimize down time from a technical perspective.

Responsibilities and Key Deliverables

Strategic Facilities Management & Oversight:

- Develop, implement, and rigorously enforce the TCIAA Facilities Management Plan and comprehensive maintenance program, ensuring adherence to the highest standards.
- Proactively identify, procure, and lead the successful implementation of a modern **Building Management System (BMS) software** to optimize facility operations and maintenance.
- Conduct regular, thorough inspections of all TCIAA facilities to identify maintenance needs, assess quality, and ensure timely and highly effective resolution of issues.
- Oversee the **janitorial cleaning program** across all facilities, ensuring exceptional standards of cleanliness and hygiene are consistently met. Manage cleaning staff and external cleaning contractors, ensuring quality performance and compliance.

Maintenance Coordination and Collaboration:

- **Coordinate all maintenance activities**, leveraging either the internal Engineering and Maintenance team or external contractors as appropriate, to ensure optimal operational efficiency and quality outcomes.
- Liaise closely with the Engineering and Maintenance Manager to plan and schedule preventive maintenance, reactive repairs, and strategic upgrades across all facilities.
- Ensure seamless communication and efficient workflow between facilities operations and the Engineering and Maintenance Department.

Customer Service Excellence:

- Champion customer service excellence by ensuring all facilities management and maintenance practices prioritize enhancing passenger comfort, convenience, and minimising operational disruptions.
- Ensure that all facilities activities are executed with the least possible impact on airport operations and the overall passenger experience.

- Respond promptly and effectively to facility-related issues that impact customer service, ensuring delivery of a consistently high standard.

ESG Integration and Sustainability:

- Actively integrate **Environmental, Social, and Governance (ESG) principles** into all facilities management practices, fostering sustainability and environmental stewardship across all TCIAA facilities.
- Implement sustainable practices, such as energy-efficient systems, waste reduction initiatives, and the use of environmentally friendly materials.
- Monitor, analyze, and report on the environmental impact of facilities activities, ensuring strong alignment with TCIAA's sustainability goals.

Vendor and Contract Management:

- Coordinate and manage relationships with external vendors and contractors for specialised facilities services, ensuring all work adheres to stringent quality standards and contractual agreements.
- Oversee contractor performance, ensuring compliance with contractual terms, quality benchmarks, and all safety regulations.
- Negotiate contracts and service agreements, securing favourable terms that align with TCIAA's operational and financial objectives.

Regulatory Compliance and Safety Management:

- Ensure that all facilities management and maintenance activities strictly comply with relevant local and international regulations, industry standards, and TCIAA's internal policies.
- Conduct regular safety audits of facilities and practices, implementing immediate corrective actions as necessary to maintain a safe working environment for staff, passengers, and stakeholders.
- Maintain accurate and comprehensive records of all facilities activities, including safety inspections, repairs, preventive maintenance schedules, and budget tracking.

Continuous Improvement & Innovation:

- Proactively identify opportunities to enhance facilities management practices, improve operational efficiency, and reduce costs while upholding the highest standards of service and safety.
- Stay abreast of industry trends, emerging technologies, and best practices in airport facilities management, applying these insights to TCIAA's operations.
- Provide strategic recommendations for upgrades and improvements to facilities and infrastructure that significantly enhance the overall airport experience and operational efficiency.

Team Leadership and Development:

- Provide strong leadership and mentorship to cleaning staff and any other direct reports within the Facilities team, fostering a culture of accountability, quality, safety, and continuous improvement.
- Set clear performance goals for direct reports and conduct regular evaluations to ensure objectives are met.

Qualifications

- A Bachelor's degree in Facilities Management, Engineering, Construction Management or a closely related field.
- Professional certifications in facility management, maintenance, or sustainability are highly desirable.
- Minimum of 7 years of experience in facilities management, maintenance, or a related field, with at least 4 years in a supervisory or managerial role overseeing significant facilities portfolios.
- Demonstrable experience in the aviation industry or managing airport facilities is a significant advantage.
- Proven track record of managing and coordinating both in-house and external contractors

Core Competencies

- Proven "Get the Job Done" Attitude: A strong track record of delivering results and maintaining high standards in challenging environments.
- Quality and Upkeep Focus: Demonstrated passion and serious concern for maintaining facilities to best-in-class-standards.
- Strong Leadership and Coordination: Exceptional ability to lead teams, influence stakeholders, and effectively coordinate with internal departments.
- Comprehensive Facilities Knowledge: Deep understanding of facility management best practices, including preventative maintenance, reactive repair operations, building systems, and janitorial services.
- Customer Service Orientation: Strong understanding of customer service principles and the ability to integrate them into facilities practices. Strong commitment to enhancing passenger comfort and convenience through meticulous facilities management.
- ESG & Sustainability Awareness: Knowledge of ESG principles and sustainability practices in facilities management.
- Strategic & Problem-Solving Skills: Ability to analyse complex issues, develop practical solutions, and make sound decisions under pressure.
- Communication and Negotiation: Excellent verbal and written communication, interpersonal, and negotiation skills.
- Technical Proficiency: Proficiency in using modern facilities management software and Microsoft Office Suite.

Benefits

- Mobile Phone
- Mandatory Participation in Private Medical Insurance (with Life Policy included)
- Optional Participation in Employee Savings Programme
- TCIG Public Sector Employee Pension Scheme
- Training and Certification Opportunities as determined and/or required and/or appropriate by the CEO.

The Turks and Caicos Islands Airports Authority (TCIAA) is committed to diversity, equity, inclusion, and accessibility in the workplace. Diversity is ingrained in who we are and how we do business. Therefore, we welcome applicants regardless of ethnicity, gender, ability/disability, religion, and sexuality.

Interested individuals must submit:

- **Cover letter**
- **Resume**
- **2 Job References testifying to character and competency for the role,**
- **Police record**
- **Proof of status**

No later than August 19th 2025 to:

Human Resources Manager
Turks and Caicos Islands Airports Authority
Providenciales International Airport
Telephone# 649-941-8692, Fax# 9415996. Email: hrrecruitment@tciairports.tc

Turks and Caicos Islanders Preferred