

ROLE DESCRIPTION

FACILITY MANAGER

WHAT YOU DO

You enable and secure the smooth operation of the site portfolio by delivering optimized, qualitative, and cost-efficient facility management services that meet business needs and support both short- and long-term asset performance.

You act as the FM Category Manager, owning the FM categories end-to-end

You oversee maintenance, supplier management, lifecycle planning, energy efficiency, and cross-functional collaboration to ensure safe, compliant, and reliable facility operations across all sites.

You bring/ procure in new market cost trends, ideas, updates, innovation in Facility function to ease implementation.

WHO YOU ARE

You are a proactive and structured facility management professional with strong technical understanding, solid planning and analytical skills, and the ability to coordinate multiple stakeholders.

You are strategic with ability to set up vision for the department and implement new ways of working in the organization

You combine operational excellence with a long-term asset mindset, ensuring quality, safety, sustainability, and financial responsibility in all FM activities.

You are an individual with understanding of large format retail operations, P&L, capex and opex cost structure of store. Working knowledge of store sales, customer touch points.

Processes and work flow, work permits, labour laws, H&S bylaws of the market

HOW YOU DO IT

By acting in line with our Values, having a growth mindset and acting as role model, you contribute to H&M's business success through people engagement.

No matter what your role may be at H&M – WHAT you do is as important as HOW you do it.

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<p>WHAT YOU DO</p> <p>Your responsibilities</p>	
<p>FM Scope & Category Ownership</p>	<ul style="list-style-type: none"> • Responsible for the full FM scope, including Energy & Utilities, Cleaning, Waste & Pest Management, Technical installations, General Building Maintenance, and Shopfitting maintenance. • Act as the FM Category Manager, owning the FM categories end-to-end: defining strategy, standards, steering suppliers, managing performance, and driving cost and quality optimization across the portfolio, always in line with the global FM Strategy and Vision. • Act to implement proactive upkeep strategies for customer and colleague's basis the store segmentation
<p>Sourcing, Procurement & Contract Delivery</p>	<ul style="list-style-type: none"> • Lead or co-lead sourcing and procurement of Facility Service Providers, acting as subject-matter support to the Procurement Specialist. • Secure contractual compliance and high-quality service delivery from all facility providers and landlords. • Scan the market for latest technology and advancements available to suit requirements of the company
<p>Portfolio Condition, Lifecycle & Investment Planning</p>	<ul style="list-style-type: none"> • Monitor the portfolio condition, identify investment needs, and plan actions to optimize asset lifetime and overall lifecycle performance. • Planning for PPMs for both MEP and C&I for optimal customer experience. • Provide operational input for new stores and rebuilds to secure long-term cost and quality levels.


<p>Maintenance Planning & Execution</p>	<ul style="list-style-type: none"> • Ensure that facility plans are created, maintained and contain activities to meet internal and external requirements, balancing scheduled /reactive work. • Secure the facility service delivery and facility projects in the Sales Market portfolio based on the agreed requirements and planned activities within budget, timelines and quality • Secure that health & safety requirements are followed, working closely with suppliers and the local security department. • Act as an internal service provider to all brands and sites, securing a high-quality service that meets expectations on urgency
<p>Data, Systems & Financial Performance</p>	<ul style="list-style-type: none"> • Ensure all asset, reactive work and PPM data is accurate, current and fully maintained in the global FM system (Planon), including lifecycle Capex/Opex planning and project records. • Ensure a high level of system automation and asset data quality • Analysis and find trends and indications impacting budget trends and forecasts • Manage, monitor and follow up actual costs vs. budget as well as quality performance based on predefined quality measures. • Manage invoices to pay basis agreed contracts and terms with the partners
<p>Energy Management</p>	<ul style="list-style-type: none"> • Responsible to monitor and report on site energy consumption, drive energy efficiency reduction initiatives to optimize energy efficiency and mitigate energy cost, in line with the global defined energy targets.
<p>Business Alignment & Cross-Functional Collaboration</p>	<ul style="list-style-type: none"> • Ensure that all facility activities are aligned with business needs and propose effective solutions to ensure facility requirements remain current and in line with evolving business needs. • Work closely with Sales Market C&F Manager to implement the market facility strategy and translate into operational activities and actions.

	<ul style="list-style-type: none"> • Partner with Sales Management and Operations to anticipate and interpret business needs, converting them into actionable facility plans and deliverables. • Collaborate with Global C&F in order to optimize the site portfolio's efficiency as well as other facility cost and quality performance. • Active participant in FM forums and support best-practice sharing
Main Stakeholders	<ul style="list-style-type: none"> • Sales Market – PM, Lease manager. FM Vendor, Store teams, Visual and Operations. Global - FM Strategist, Procurement Strategist, External vendors

WHO YOU ARE Your knowledge: education, skills, experience	
Education	<ul style="list-style-type: none"> • Bachelor's degree in Facility Management, Engineering, Business Administration, or a related field. • Facility Management or Project Management certifications are meriting.

	<ul style="list-style-type: none"> • For Hard FM Category Management: Mechanical or technical engineering education is preferred (for markets where HVAC/VT fall under C&F responsibility). • For Soft FM Category Management: Business administration education is ideal; experience from Soft FM supplier roles (contract management, key account) is meriting.
<p>Technical Skills</p>	<ul style="list-style-type: none"> • Strong supplier management and FM category management capabilities. • Analytical and data-driven mindset with strong problem-solving ability. • Experienced working with CAFM systems (e.g., Planon). • Proficient in MS Office applications. • Advanced English communication skills (written and spoken).
<p>Experience</p>	<ul style="list-style-type: none"> • Minimum 3 years of experience in Facility Management, construction and/or real estate. • Proven experience in supplier management, contract management and FM Category management. • Experience working with several stakeholders in a cross-functional or matrix environment. • Proven track record in activity-based budgeting and operational planning. • Experience in energy management is meriting. • Background from the retail industry and experience in large international organisations are meriting.

<p>Personal Competencies</p>	<ul style="list-style-type: none"> • Communicative, consultative, and collaborative. • Pragmatic and solution-oriented with a strong focus on delivery. • Data-driven and methodical in planning and follow-up. • Resilient, flexible, and able to perform well in a dynamic environment
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<p>HOW YOU DO IT</p> <p>Your behaviours: living the values, having growth mindset. No matter what your role may be at H&M – WHAT you do is as important as HOW you do it.</p>	
<p style="text-align: center;">Our Values</p> <p>Our values have both guided and united us since 1947. They are the foundation of our culture, embedded in everything we do and everything we create.</p>	<p style="text-align: center;">Values in action</p> <p>Our values are put into action through their key behaviours/competences, that guide everyone here to perform a task successfully regardless of role. See below.</p>
<ul style="list-style-type: none"> • We are one team • We believe in people • We are entrepreneurs • We make constant improvement • We are cost conscious • We are straight forward and open minded • We keep it simple 	<ul style="list-style-type: none"> • Collaboration (e.g., the ability to be collaborative, inclusive, engaging) • Empowerment (e.g., the ability to be empowering, trusting, listening) • Innovation (e.g., the ability to be innovative, risk-tolerant, flexible) • Improvement (e.g., the ability to be action oriented, taking ownership, willing to learn) • Resourcefulness (e.g., the ability to be resourceful, responsible, proactive) • Honesty (e.g., the ability to be open-minded, sincere, self-aware, feedback culture) • Clarity (e.g., the ability to be clear, efficient, effective) <p>More detailed examples of how the key behaviors/competences can be expressed can be found in the document  Values in Action Overview.pptx, please click on link to access.</p>

OUR VALUES are the starting point for how we act. They form a red thread throughout the competences needed in your role