

Job Title	Facilities Manager	Function/Region	Facilities
Reports To	General Manager	Band	4
Location	Vancouver		

Our Mission

'To create the finest retail experiences.'

Our Purpose

'Making the extraordinary possible'

Purpose

To provide a pro-active, efficient and effective facilities management and health, safety, cleaning, landscaping and security service in the centre, ensuring high standards are maintained to enhance the customer experience. Responsible for supporting smooth tenant transitions, including openings, closures and refurbishments as required.

Key Responsibilities

Facilities Operations, Contracts & Customer Experience

- Responsible for the facilities management of the centre, ensuring the smooth running of day-to-day activities and resolution of issues quickly and effectively, in a customer centric way, to maintain a safe and pleasant environment for internal and external customers all under the guidance of the Centre Manager
- Responsible for all facilities contracts, including maintenance, cleaning, security and landscaping, ensuring day-to-day operations run smoothly, standards are maintained, and contractor KPIs and SLAs are achieved.

Asset Protection, Projects & Cost Management

- Provide proposals for all existing and new facilities contracts, in order that consistency is achieved, and budget and expenditure is managed
- Propose and implement Capital Expenditure projects across the Centre to the requirements and protection of the asset
- Develop and communicate facilities management best practice to protect the asset and improve operational effectiveness.

Risk, Safety & Compliance

- Support the development, implementation and monitoring of risk management and disaster recovery policies and procedures to ensure the continuing safety and protection of the centre and its occupants
- Develop and maintain close working relations with tenants to facilitate the flow of information and ensure that maintenance requirements, store fit-outs, refurbishments and reinstatement works are managed proactively and effectively during tenant transitions.
- Build and manage the facilities budget and contribute to annual and longer-term business planning for the centre to support cost optimisation.
- Complete Duty Management training and participate in Duty Management responsibilities as required.
- Awareness, identification and remediation of risks and dangers in the Centre

- Together with the Facilities Team, organise fire safety and crisis management Training, to ensure staff are fully conversant with procedures and that health and safety and environmental issues are managed correctly

Tenant Relationships, Sustainability & Continuous Improvement

- Increase sustainability within the business, including managing utilities and related services at the centre and implementing relevant sustainability initiatives.
- Keep up to date with changes in relevant health and safety, fire and building regulations, ensuring implementation and monitoring of regulations.

Skills & Experience

Delivery & Performance

- Manages facilities operations and service delivery to maintain safe, high-quality and customer-focused centre standards.
- Plans and prioritises work across centre facilities activity, ensuring issues are resolved quickly and effectively.
- Manages budgets, proposals and project delivery with a focus on asset protection, cost control and follow-through.

Insight & Judgement

- Applies technical, legislative and operational knowledge to make sound decisions in a facilities management environment.
- Identifies and manages risks early, taking practical action to protect the centre, occupants and asset.
- Uses data, contractor performance measures, KPIs and SLAs to monitor service quality and inform practical improvements.

Collaboration & Inclusion

- Builds effective working relationships with tenants, contractors, centre colleagues and the Facilities Team to ensure information flows clearly and operational needs are managed proactively.
- Works collaboratively across teams to support tenant transitions, safety training and centre-wide facilities activity.
- Communicates clearly and constructively, encouraging different perspectives and supporting others to deliver their responsibilities.

Learning & Future Readiness

- Looks for better ways of working by improving processes and implementing initiatives that support centre performance.
- Keeps up to date with relevant legislation, regulations and facilities trends, applying learning to maintain compliance and improve centre performance.
- Adapts to operational change and supports others through new procedures, initiatives and ways of working.

Technical & Functional Requirements

- Relevant legislative knowledge and qualifications, including health and safety, and country-specific qualifications.
- Proven property services management experience in a customer-facing environment; retail or hospitality experience preferred.

- Knowledge of risk and security management, environmental or sustainability practices, budgeting and Microsoft Office or equivalent business tools.
- Fluent in English, written and spoken.

Our Success Framework



McArthurGlen, an Extraordinary Experience for Everyone.

At McArthurGlen we value the diversity of our people.

We celebrate difference and believe that everyone is extraordinary.

We are committed to building a culture where our opinions and contributions are listened to and respected and anyone can be themselves.

We learn and grow together, we all belong.