

FACILITIES MANAGER

ORGANIZATIONAL CONTEXT FOR THE ROLE OF FACILITIES MANAGER

The Social Security Board (SSB) is a statutory body which exists to provide inclusive, fair, and dependable coverage for its beneficiaries. At all times aiming to deliver a dynamic social insurance program which assures a guaranteed level of protection effectively, efficiently, and inclusively, SSB prides itself on being accountable and people centered. The dedicated, innovative, and trusted SSB team embodies both in-person and virtual service excellence, delivering relevant, resilient, sustainable, and dynamic social insurance protection, and, through financial prudence, ensuring that contributions are honored, and accurate and timely benefits are provided.

SSB recognizes that people are the single most important asset of the organization and are essential for the organization to continue to thrive and fulfil its purpose. Using both strategic and tactical approaches, SSB focuses on nurturing, sustaining, and strengthening its human capital, thus enabling the achievement of organizational priorities and objectives through the optimization of employee engagement, performance, and productivity throughout the employee life cycle.

ROLE PURPOSE

The Facilities Manager is accountable for ensuring that the Social Security Board's physical assets, infrastructure, and related support services are planned, managed, and maintained to enable safe, efficient, resilient, and sustainable operations. The role provides strategic and operational leadership to administrative services functions, ensuring compliance with regulatory and safety requirements, optimizing asset life-cycle performance, and supporting business continuity.

ROLE SUMMARY

The Facilities Manager is responsible for providing strategic and operational leadership for all facilities management functions of the Social Security Board. This role will develop and implement policies and systems—including preventive maintenance programs and inspection frameworks—to support sustainable operations, optimize resource utilization, and enhance service delivery.

The Facilities Manager collaborates with internal stakeholders, service providers, and regulatory agencies to support a safe, efficient, and operational excellent work environment aligned with SSB's vision, mission and strategic objectives.

KEY RESULTS AND AREAS OF RESPONSIBILITY

1. Strategic Leadership & Planning

- Develop and implement facilities management strategies aligned with the Board's overall strategic goals.
- Establish policies, procedures, and standards for facilities operations, maintenance, and safety.
- Lead long-term capital planning, including asset lifecycle management, capital renewal, and deferred maintenance strategies.
- Provide expert advice to senior management on facilities-related risks, investments, and improvements.
- Ensure that SSB secures and maintains all required permits and approvals in compliance with local regulatory requirements.
- Use data and analytics to inform decision-making and continuous improvement initiatives.

2. Operations & Maintenance Management

- Oversee the day-to-day operations of all facilities to ensure functionality, safety, and efficiency.
- Design and implement preventive maintenance programs and routine inspection schedules.
- Establish systems to log, monitor, and prioritize maintenance requests, ensuring timely and effective response.
- Ensure timely response to maintenance issues and service requests, maintaining high service standards.

- Identify opportunities for cost savings, operational efficiencies, and sustainability initiatives.
- Monitor facility performance against established key performance indicators (KPIs) and service level standards, using data and analytics to drive continuous improvement.
- Manage and conduct an annual inventory of property, plant, and equipment, maintaining a complete and accurate asset register.
- Provide facilities and logistics support for SSB-coordinated or externally hosted events, ensuring safety, readiness, and operational effectiveness.

3. Project & Contractor Management

- Plan, coordinate, and oversee facilities-related projects, including renovations, upgrades, and new installations.
- Ensure projects are completed on time, within budget, and in accordance with specifications.
- Coordinate with internal teams and external contractors to ensure minimal disruption to operations.

4. Resource & Budget Management

- Prepare and manage the facilities budget, ensuring cost-effective allocation of resources.
- Monitor expenditures related to maintenance, repairs, utilities, and capital projects.
- Identify opportunities for cost savings, efficiency improvements, and sustainability initiatives.
- Establish, monitor, and report on Service Level Agreements (SLAs), KPIs, and performance metrics for facilities and security functions.
- Prepare regular management reports on facilities operations, projects, risks, and budget performance

5. Risk Management, Safety & Business Continuity

- Ensure all facilities comply with relevant health, safety, environmental, and regulatory requirements in Belize and international standards.
- Develop and enforce safety protocols, emergency preparedness plans, and risk mitigation strategies.
- Develop, maintain, and periodically test organization continuity, disaster recovery, and emergency response plans, including facilitation of business impact assessments.
- Conduct regular audits and inspections to maintain compliance and minimize risks.
- Identify, assess, and mitigate facilities-related risks, hazards, and vulnerabilities to people, assets, and building systems.

6. Stakeholder Engagement & Service Excellence

- Engage with departments to understand facilities requirements and ensure timely, effective, and customer-focused service delivery.
- Communicate proactively with stakeholders regarding planned works, maintenance schedules, and service disruptions.
- Foster a client-service culture that ensures facilities services support organizational productivity and positive stakeholder experience.
- Address and resolve stakeholder concerns in a professional and responsive manner.

7. People Leadership & Governance

- Lead, develop, mentor, and supervise the administrative services department to ensure performance aligns with SSB's values, brand, and organizational objectives.
- Develop and track KPIs to measure team's performance and service effectiveness to promote a culture of accountability, collaboration, safety, and continuous improvement.
- Establish and maintain policies, procedures, and standards governing facilities operations, maintenance, and safety.
- Prepare regular reports on facilities operations, maintenance activities, and project progress.

ROLE REQUIREMENTS

Minimum Education and Experience (Organizational Recruiting Standards: Level Ten, Management):

Bachelor's degree in Facilities Management, Engineering, Building Technology, Construction Management, Architecture, Business Administration, or a closely related discipline, with five (5) years' senior supervisory experience in facilities or property management.

Additional Credentials Considered Assets:

- **Professional certification in Facilities Management or Asset Management**, such as IFMA's Certified Facility Manager (CFM), Facilities Management Professional (FMP), or equivalent.
- Formal training or certification in Occupational Health and Safety, project management, or environmental management.
- Training in contract management, or capital project delivery.

Essential Knowledge and Expertise:

- Strong knowledge of facilities management principles, building systems, and infrastructure maintenance.
- Working knowledge of occupational health and safety legislation, building codes, and regulatory compliance requirements in Belize.
- Experience in managing large or multi-site facilities is preferred.
- Ability to develop and implement preventive maintenance programs and facilities policies.
- Experience managing service providers, contractors, and vendor agreements.
- Ability to assess facilities risks, prioritize issues, and develop practical, cost-effective solutions.
- Knowledge of space planning, asset lifecycle management, and sustainability practices.
- Strong analytical, problem-solving, organizational, and budgeting skills.
- Proficiency in facilities-related systems, reporting tools, and standard office applications.
- Ability to effectively communicate technical and operational information to non-technical stakeholders.

WORKING EFFORT

The Facilities Manager requires:

1. **Operational Judgement** – Significant judgment is required to set priorities, allocate resources, manage service disruptions, approve maintenance actions, and balance operational needs with budget constraints.
2. **Problem-Solving and Creativity** – Judgment and creativity are required to identify root causes of facilities issues, develop practical solutions, and implement improvements within regulatory and financial constraints.
3. **Communication Effort** – Regular interaction with staff, management, contractors, regulators, and service providers to coordinate services, resolve issues, and negotiate agreements.

WORKING CONDITIONS

The Facilities Manager works in an environment characterized by:

1. **Work Setting** – Combination of office-based work and frequent on-site visits to SSB facilities and project locations.
2. **Physical Effort** – Moderate physical effort may be required during inspections, site visits, and emergency situations, including walking, standing, and navigating building environments.
3. **Confidentiality** – Responsible handling of sensitive information related to security, infrastructure, and organizational operations
4. **Pressure Factors** - Periods of increased pressure due to emergencies, infrastructure failures, project deadlines, or compliance requirements.

4. **Professional Development** – Ongoing professional development to stay current with facilities management trends, safety standards (both locally and internationally), and regulatory changes.

COMPETENCY MODEL

Proficiency Scale

1=Introductory	2=Basic	3=Proficient	4=Mastery	5=Authority
<i>Minimal demonstration of behaviors related to the competency.</i>	<i>Demonstration of behaviors related to the competency indicates <u>potential for growth</u>.</i>	<i>Demonstration of behaviors related to the competency indicates <u>adequate strength</u> to fully perform job role.</i>	<i>Demonstration of behaviors related to the competency definitively indicates a <u>high level of development</u>.</i>	<i>Demonstration of behaviors related to the competency indicates a very high level of development and serves as a <u>role model for others</u>.</i>

Summary of Competencies

Competency Type	Competency Name	Definition	Minimum Level
CORE	Strategic Mindset	The ability to accurately perceive and understand the big picture, seeing ahead to future opportunities and translating them into breakthrough strategies in the present.	Level 3
	Developing Talent	Developing people to meet both their career goals and the organization's goals.	Level 3
	Valuing Diversity	Cultivating an inclusive workplace where diversity and individual differences are respected, valued, and leveraged to achieve the mission and vision of the organization.	Level 3
	Integrity	Upholding the core values of the organization by consistently doing and saying what is right, honest, fair, and ethical.	Level 3
	Empowering and Enabling Others	The ability to create and sustain an enabling and empowering environment that assists others to acquire and demonstrate capability, realize, and develop their full potential and increase their contribution to organizational success.	Level 3
	Cultivating Innovation	Creating the conditions and work environment that encourages and facilitates others to identify and implement new and better ways for the organization to be successful.	Level 3
	Change Leadership	The ability to influence employees to engage in change and navigate the journey together from the current state to the desired future state.	Level 3
	Engagement	Creating a climate where people are motivated to give their best to help the organization achieve its goals and objectives.	Level 3
FUNCTIONAL	Facilities Strategy & Asset Lifecycle Management	The ability to plan, develop, and implement facilities management strategies that optimize asset performance across their lifecycle, align with organizational objectives, and support sustainable, resilient operations.	Level 3
	Operational Service Delivery & Performance Management	Ensuring efficient, safe, and customer-focused delivery of facilities services through structured operations, performance monitoring, and continuous improvement.	Level 3
	Relationship Management	Building, maintaining, and effectively managing productive working relationships with internal stakeholders, external service providers, contractors, regulators, and partners to ensure the timely, safe, and cost-effective delivery of facilities services while supporting organizational objectives and service excellence.	
TECHNICAL	Facilities Systems, Building Services & Infrastructure	Demonstrated technical knowledge of building systems, infrastructure, and facilities services required to maintain safe, efficient, and reliable operations.	Level 3

Summary of Competencies

Competency Type	Competency Name	Definition	Minimum Level
	Health, Safety, Environmental & Regulatory Compliance	Technical knowledge and application of health, safety, environmental, and regulatory standards to ensure facilities comply with Belizean legislation and relevant international standards.	Level 3
	Facilities Data, Systems & Reporting	The ability to use facilities systems, asset registers, and reporting tools to track performance, manage information, and support informed decision-making.	Level 3