



Requires

General Manager / Associate Vice President – Integrated Facilities Management

Indian Institute of Management Ahmedabad (IIMA) is looking for General Manager / Associate Vice President – Integrated Facilities Management (GM / AVP – IFM). GM / AVP – IFM shall ensure efficient and effective management of premises and estate including upkeep, security, housekeeping, landscaping, and horticulture. He/ she shall also be the custodian of Building Register. Beside this IIMA has IMDC (International Management Development Centre) which is used mainly for participants of Executive Education round the year. The IMDC & Annexe consists of about 200 rooms. Housekeeping of these rooms and allied facilities, reception etc. are managed through outsourcing agency. The agency also manages F&B (kitchen, dining etc.) and first order maintenance of these facilities. The GM / AVP – IFM will be overall responsible for the facilities at IMDC.

Job Description:

1. Plan, assign, train, instruct, assist, supervise, and evaluate the work of service provider and support staff pertaining to security services, housekeeping, landscape maintenance and development, dispatch, transport, catering and housekeeping of IMDC and allied facilities.
2. Assist in the establishment of estate, housekeeping, security or F&B related contracts through a transparent tender process.
3. Ensure full compliance to operating controls, SOP's, policies, procedures and service standards. Helping in the procurement of operating supplies and equipment, and contracting with third-party vendors for essential equipment's and services.
4. Manage and monitor contractors'/ service providers to provide an efficient, cost effective service, responsive to Institute needs, ensuring that work is carried out in accordance with agreed SLAs
5. Ensure services are undertaken safely by use of permit to work system, method statements, and risk assessments in accordance with relevant legislation.
6. Ensure the reporting and escalation matrix are in place and are adhered to.
7. Revenue Management, Branding & Positioning and Customer Relationship Management.
8. Ensure security of people, property, and estate by physical and electronic surveillance means and checks
9. Audit disaster management preparedness and institute good practices to ensure efficient disaster management
10. Formulate SOP, set up control room, and undertake immediate action when faced with any emergency/ disaster
11. Establish visitor management service
12. Coordinate with students, staff, and management to ensure efficient support services during various events on campus
13. Plan and undertake mosquito control, pest control, rodent control, and dog control

14. Closely monitor the operation reports on a daily basis and take decisions accordingly.
15. Bill scrutiny, verifications and processing of vendors, maintaining inventory, managing workforce, reviewing financial reports, and taking appropriate actions.
16. Responsible for preparation, presentation and subsequent achievement of the annual operating budget.
17. Coordinate with Ahmedabad Municipal Corporation, Gujarat Police and other statutory bodies
18. Standardize, maintain, monitor, and keep custody of all lease agreements with vendors on campus

The GM / AVP – IFM is expected to be an interface with the outsourced agency to ensure they meet high standards of IIMA's requirement to provide high order experience to various stakeholders. The incumbent is expected to have qualification, experience and proven track record.

Duties:

1. Perform independent quality assurance (Q/A) review of contractor's services as per the contract.
2. Review, check and approve service provider's reports, progress pay estimates, contract change orders, and other documents related to contracts.
3. Coordinate and oversee sampling and testing of materials incorporated into the food/services.
4. Initiate, prepare, organize and maintain a record of required food/services diaries, food/services inspection reports. Also, maintain and organize required catering/services diaries, pay authorizations, correspondence, and other required project documentation.
5. Accountable for the overall performance from efficiency, quality, work scheduling, effective resource utilization and cost perspective.
6. Control operational cost like food cost, man power cost and other miscellaneous expenses.
7. Ensures that quality, safety, and hygiene standards on all the concepts and outlets as per international standards.
8. Provides support for the professional development of staff and managers reporting directly to him.
9. Reports to CAO on progress and any high-level issues.
10. Provides support to all oversight functions like Finance, HR, IT, QHSE, Cost Control, Internal Audit and marketing etc.

Qualification, Experience & Skill Requirements:

- Any Post-graduate or equivalent with at least 15 years of relevant experience. He/she should have administrative competence.
- Excellent interpersonal communications and organization skills.
- Good knowledge of green initiatives, waste management, housekeeping, security and electronic surveillance, horticulture, firefighting, disaster management, contracts management and institutional catering.

Age: Maximum 45 years as on the last date of application. The institute provides age relaxation as per GOI rules. Additional 5 years' age relaxation is given to women candidates.

Salary & Allowances: Selected candidate will be offered the appointment on Tenure Based Scaled Contract for fixed-term of three years, which may be extended for further period as required. Based on the experience and qualification, the selected candidate will be placed in Pay Level 12/13 under the pay matrix of 7th Central Pay Commission. Beside the salary as per the 7th CPC, the Institute offers other benefits which are at par with the permanent employees.

Reporting to: The selected person will report to the Chief Administrative Officer

Interested candidates are advised to **APPLY ONLINE ONLY** latest by **June 21, 2023**.

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