

QUICK SERVICE

HOLDINGS LTD

Position Summary

The Facilities Manager will oversee the repair, maintenance, and facilities management functions for the Group's portfolio, which includes three multi-location quick service restaurant (QSR) franchises, one grocery restaurant concept and one corporate office location. This role is responsible for supporting all restaurant operations by designing and implementing systems to ensure timely, cost-effective, and compliant upkeep of all facilities. The Facilities Manager will establish processes for maintenance request handling, vendor and contractor management, budgeting, and tracking of repair and maintenance activities across all brands.

Key Responsibilities

1. Systems & Process Development

- Develop and implement a structured system for receiving, prioritizing, and resolving maintenance and repair requests from stores.
- Establish tracking tools to monitor status of work orders, vendor completion, and payment timelines.
- Create preventive maintenance schedules for key equipment and infrastructure.

2. Repair & Maintenance Management

- Plan, coordinate, and oversee repair and maintenance activities across all stores and brand locations.
- Conduct site visits to assess facilities' condition, ensure compliance with brand standards, and recommend improvements.
- Ensure minimal disruption to restaurant operations during maintenance and repair works.

3. Contractor & Vendor Management

- Identify, select, and manage contractors and service providers for electrical, plumbing, HVAC, refrigeration, equipment servicing, and general repairs.
- Negotiate contracts and service-level agreements to achieve best value.
- Monitor performance of vendors and ensure quality and safety standards are met.

4. Budgeting & Cost Control

- Develop and manage annual repair and maintenance budgets for all brands.
- Track expenditures, control costs, and prepare regular reports on facilities management activities.
- Approve vendor invoices and coordinate with Finance for timely payments.

5. Compliance & Safety

- Support Operations teams to ensure all facilities comply with health, safety, food safety, and regulatory requirements.
- Maintain records of inspections, certifications, and warranties.
- Implement safety procedures and train store teams on basic facilities protocols.

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6. Reporting & Communication

- Provide regular reports to senior management on facility condition, outstanding maintenance, and budget performance.
 - Liaise with Operations, Finance, and Brand Managers to align facilities initiatives with business needs.
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Qualifications & Experience

- Bachelor's degree in Facilities Management, Engineering, Project Management, Construction Management, or related field (preferred).
 - Minimum 5–7 years' experience in facilities management, preferably in the foodservice, retail, or QSR sector.
 - Proven experience developing and managing maintenance systems, budgets, and contractors.
 - Strong knowledge of building systems (HVAC, plumbing, electrical, refrigeration, kitchen equipment).
 - Familiarity with health and safety, environmental, and food safety regulations.
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Key Skills & Competencies

- Strong organizational and project management skills.
 - Analytical and budget management skills.
 - Negotiation and vendor management expertise.
 - Excellent communication and interpersonal skills.
 - Ability to work in a fast-paced, multi-brand, multi-location environment.
 - Proactive problem solver with attention to detail.
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Performance Indicators

- Efficiency and reliability of the maintenance request system.
- Adherence to maintenance schedules and completion timelines.
- Budget compliance and cost savings achieved.
- Contractor performance and vendor satisfaction levels.
- Compliance with safety and regulatory standards.

Working Conditions:

- **Full-time position**, based at the company's corporate office with frequent site visits as required.
- **Fast-paced environment** requiring flexibility and problem-solving skills.
- **On-Call availability** during store builds, scheduled maintenance and emergency call-outs.

Benefits:

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- Health and wellness benefits.
- Professional development and career growth opportunities.
- Employee discounts at company brands.