

**We are looking for a Facilities Manager in Troyan, Bulgaria for our Integrated Facilities Management business line.**

## **About JLL**

We're JLL. We're a professional services and investment management firm specializing in real estate. We help organizations around the world achieve their ambitions by owning, occupying and investing in real estate.

If you're looking to step up your career, JLL is the perfect professional home. At JLL, you'll have a chance to innovate with the world's leading businesses, put that expertise into action on landmark projects, and work on game-changing real estate initiatives. You'll also make long-lasting professional connections through sharing different perspectives, and you'll be inspired by the best. We're focused on opportunity and want to help you make the most of yours. Achieve your ambitions – join us at JLL!

## **Troyan, Bulgaria**

### **Role Purpose**

An exciting opportunity has arisen for an experienced Facilities Manager to join a global integrated facilities management account within the life sciences sector. Having full responsibility for the Troyan site on an operational basis, the Facilities Manager will report into the Senior Facilities Manager and will lead a team and/or vendor group to manage the tactical delivery for the site. The Facilities Manager will be the interface with key stakeholders &/or client on-site. The responsibilities will include site budgets, accounting and finance, maintenance and operations, contract services, purchasing of material, equipment & supplies, occupancy services and helpdesk.

### **What this job involves**

- Leadership
  - Manage and coach team
  - Develop and sustain a high-quality well motivated team
  - Ensure high staff morale, trust and work ethics
  - Build and maintain an environment that supports teamwork, co-operation and performance excellence within team
  - Mentor and enable Training & Development of team members
- Client/Stakeholder Management
  - Proactively engage stakeholders to ensure that on site client's expectations are met
  - Build and develop effective client / stakeholder relationships across multiple levels of the organisation
  - On-site key point of contact for Facilities in the client's premises
- Procurement & Vendor Management
  - Ensure vendors are well-managed, delivering services on time and within budget

- Ensure that vendor procurement processes comply with agreed client procurement guidelines as well as Jones Lang LaSalle best practice
- Contracts Management
  - Plan and manage all contracts to ensure that they are professionally delivered at the right costs
  - Ensure expiry of contracts are well-monitored and re-procurement is initiated if needed
  - Ensure contracts are continually assessed to deliver best value to the client
- Finance Management / Cost Control / Profitability
  - Actively work to ensure that the site's financial operations are meeting or exceeding targets and control requirements including the Jones Lang LaSalle Code of Ethics
  - Ensure financial processes are followed at all times
- Health & Safety Management
  - Ensure the provision of a safe working environment
  - Ensure compliance with statutory regulations on fire, health and safety standards
- Site Operations Management
  - Recommend continuous quality improvement practices and implement Industry Best Practice operations
  - Implement building procedures and performance measures and ensure they are maintained at all times
  - Ensure all Critical Environment (CEM) requirements are met
  - Review existing operations regularly to reduce costs and improve operational standards
  - 24/7 emergency call support and site attendance is required
- Risk Management
  - Ensure a property risk management program including audits is implemented and maintained
  - Ensure disaster recovering and business continuity plans are implemented and maintained
  - Ensure escalation procedures and incident reporting procedures are implemented and in place
  - Assist in the development of guidelines and strategies to ensure compliance with Jones Lang LaSalle's business conduct
- Achieve Key Performance Indicators and Service Level Agreement

**Sound like you? To apply you need to be able to demonstrate the following skills and experience:**

Ideal Experience

- Previous experience working in a pharmaceutical, life sciences or manufacturing sector
- Experience within a highly regulated facilities management environment

*Achieve your ambitions*

- Excellent people skills and ability to interact with a wide range of client staff and demands
- Knowledge of Occupational Safety requirements
- Strong PC literacy and proven ability to manage daily activities using various systems
- Demonstrated experience with continuous improvement initiatives (highly desirable)
- Knowledge of vendor management for specialized services
- Knowledge of critical facilities and an understanding of basic technical aspects of property (Computer Room Air-conditioning, Chiller system, Fire Protection system, Mechanical & Electrical system, BMS system)
- Proven capacity to understand and interpret commercial contracts
- Budget management and financial analysis skills

#### Other Personal Characteristics

- Strong communicator – Good presentation skills and possesses strong verbal & written communication skills also an active listener
- Passion for quality – has an eye for detail to make sure the best delivery of services
- Self-motivated; confident & energetic
- Ability to effectively deal with stressful situations
- Flexible – able to adapt to rapidly changing situations
- Strongly goal-oriented – able to focus on meeting all performance targets
- Is a team player – able to cooperate and work well with others to meet targets
- Proven ability to initiate and follow through with improvement initiatives
- Exhibits honesty & trustworthiness
- Open to new ideas & willing to challenge status quo

#### **What you can expect from us**

You'll join an entrepreneurial, inclusive culture. One where we succeed together – across the desk and around the globe. Where like-minded people work naturally together to achieve great things.

Our Total Rewards program reflects our commitment to helping you achieve your ambitions in career, recognition, wellbeing, benefits and pay.

Join us to develop your strengths and enjoy a fulfilling career full of varied experiences. Keep those ambitions in sights and imagine where JLL can take you...

Apply today at [jll.com/careers](http://jll.com/careers)