

# Job Description: Facility and Maintenance Manager

## About the Al Qasimi Foundation

The Sheikh Saud bin Saqr Al Qasimi Foundation for Policy Research (AQF) is a leading philanthropic organization based in Ras Al Khaimah, United Arab Emirates. The Foundation supports the social, cultural, and economic development of RAK and the wider UAE through research, policy engagement, capacity development, and community programming.

## Position Overview

The **Facility & Maintenance Manager** will report to the AJAH Director and oversee the overall facility of operations, infrastructure management, general services, and operational support functions at Al Jazeera Al Hamra Heritage Village (AJAH). The role is responsible for ensuring the smooth operation, safety, cleanliness, functionality, and presentation of all heritage facilities, public areas, utilities, technical systems, and support services across the site.

The position combines facility management, site operations, contractor oversight, event support, and general services management while maintaining the heritage and cultural integrity of the village. The successful candidate will lead day-to-day operational activities, supervise service providers, manage stakeholder relationships, coordinate with relevant government authorities including RAK Municipality, Civil Defense, EtihadWE, and RAK Department of Antiquities & Museums, RAK DAM and ensure readiness of the site for visitors, events, tourism activities, and cultural programming.

This role requires a proactive professional with a strong Civil Engineering background and a multidisciplinary understanding of facility systems, infrastructure operations, and heritage-sensitive maintenance practices. The successful candidate should demonstrate strong managerial capabilities, financial awareness, budget planning and cost-control skills, and the ability to oversee multiple operational priorities while ensuring high standards of service delivery and preservation.

## Key Responsibilities

### Facility Maintenance Management (30%)

- Develop, implement, and continuously improve preventive and corrective maintenance plans for all site assets including heritage buildings, traditional structures, public and visitor facilities, pathways, utilities, and supporting infrastructure across the heritage village.
- Ensure all maintenance activities are carried out with sensitivity to heritage preservation standards and historical integrity.
- Conduct routine inspections and ensure timely maintenance of interventions.
- Manage contractors, conservation specialists, and service providers for repairs, upgrades, and ongoing maintenance.
- Maintain detailed records of inspections, schedules, and maintenance activities, conservation works, and asset conditions.
- Monitor contractor performance and ensure adherence to quality standards, preservation guidelines, budgets, and timelines.

### **Electrical & Technical Systems (20%)**

- Ensure all electrical systems, including Distribution Boards (DBs), cabling, and power supply, are fully functional, safe, and compliant.
- Oversee temporary and event-related electrical setups, ensuring safety and reliability.
- Monitor and maintain all technical infrastructure across the site.
- Manage troubleshooting and emergency responses for electrical faults and technical breakdowns.

### **Security & Monitoring Systems (10%)**

- Ensure that CCTV, surveillance systems, access monitoring, and site security infrastructure are fully operational and effective.
- Monitor security coverage, identify gaps, and handle system upgrades.
- Support overall site safety through continuous technical monitoring and system improvements.

### **Cleaning & Waste Management (10%)**

- Managing and overseeing the structured cleaning plans for the entire site.
- Ensure cleaning standards preserve both visitor experience and the condition of heritage assets.
- Ensure timely waste removal, particularly following events.
- Supervise cleaning teams and maintain high standards of cleanliness across visitor areas.

### **Landscaping & Site Presentation (10%)**

- Develop and implement landscaping and irrigation plans and external site presentation plans that complement the heritage identity of the village.
- Ensure green spaces are maintained to high standards.
- Manage seasonal planting, irrigation maintenance, and improvements with contractors.

### **General Services & Site Operations (10%)**

- Oversee day-to-day general services operations including housekeeping, waste management, pest control, transportation coordination, security coordination, and administrative facility support.
- Ensure operational readiness of all site facilities, visitor areas, staff areas, and event support infrastructure.
- Monitor facility service KPIs and maintain high standards of operational excellence across the heritage village.
- Liaise with government entities such as Municipality, Civil Defense, RAK Department of Antiquities & Museums (RAK DAM) and EtihadWE.
- Secure necessary approvals, permits, and NOCs for all works, and compliance documentation for restoration, maintenance, and infrastructure works.
- Ensure full compliance with all regulatory and safety requirements, and heritage preservation standards.

### **Event & Site Operations Support (10%)**

- Support all cultural events, festivals, exhibitions, and public programming by ensuring site infrastructure and utilities are fully prepared and operational.

- Manage pre- and post-event setups, inspections, and restoration of the site.
- Ensure all temporary installations are safe, compliant, and properly dismantled.

### **Main Duties**

- Conduct weekly and monthly site inspections of heritage buildings and operational facilities.
- Identify, report, and resolve maintenance issues proactively.
- Ensure that all systems (electrical, mechanical, and safety) are operational.
- Manage and supervise contractors, vendors, and outsourced service teams.
- Ensure compliance with safety and heritage preservation guidelines.
- Prepare reports on maintenance, site risks, incidents, contractor performance, and recommended improvements.
- Support budgeting and cost control for maintenance of operations and infrastructure enhancement projects.

### **Performance Expectations**

- Maintain 100% operational readiness of all facilities, utilities, and infrastructure.
- Deliver timely execution of preventive maintenance schedules.
- Ensure high standards of cleanliness, safety, and site presentation, and visitor readiness.
- Successfully support events with zero critical technical disruptions.
- Proactively identify and resolve maintenance issues before escalation.

### **Candidate Profile**

#### **Qualifications & Experience**

- Bachelor's degree in civil engineering or related discipline.
- Candidates with multidisciplinary engineering knowledge and understanding of electrical, mechanical, and infrastructure systems are strongly preferred.
- Minimum 5+ years of experience in facility management or infrastructure operations, site engineering, or heritage asset management.
- Experienced in managing heritage sites, large campuses, or public facilities.

#### **Skills & Competencies**

- Strong technical knowledge of facility management and infrastructure maintenance.
- Understanding heritage-sensitive maintenance practices and site preservation requirements.
- Excellent problem-solving, planning, and organizational skills.
- Experienced in managing heritage sites, public destinations, tourism assets, or large-scale facilities is highly desirable.
- Experience in operational budgeting, cost control, and contractor oversight is preferred.
- Strong communication, coordination, and stakeholder management abilities.
- High attention to detail and commitment to safety, preservation, and operational excellence.

#### **Management Skills**

- Ability to supervise and manage contractors and service providers effectively.
- Strong planning and execution capabilities are important.

- Capacity to work independently in a field-based environment.
- Manage operational budgets, monitor expenditures, and support cost optimization initiatives while maintaining service quality and preservation standards.

#### **Organizational Fit**

- Commitment to preserving cultural heritage and community spaces.
- Strong sense of responsibility, accountability, and ownership.
- Ability to work in a dynamic, event-driven environment.
- Collaborative mindset with sensitivity to cross-functional teams and stakeholders.

#### **Compensation & Benefits**

- Competitive, tax-free salary.
- Comprehensive health insurance.
- Professional development opportunities.
- Value-driven organizational culture.

#### **Reporting Structure & Team Dynamics**

- Reports to: AJAH Director.
- Works closely with: AJAH Management Team, Administration & Finance.
- External coordination with contractors, service providers, and government authorities.
- Manages: Contractors and outsourced service teams.

#### **Application Requirements**

Candidates must provide:

- CV
- Cover Letter
- Relevant certifications (if applicable)
- Portfolio or project examples (optional but beneficial)