Director, Facilities Operations and Service Innovation

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| **Faculty:** Capital Development and Facilities Management  | **Employee Group:** Administrative  |
| **Campus:** Trafalgar (May be assigned activities at any Sheridan campus) | **Payband:** NO |
| **Reference #:** 19/A/46 | **Hiring Range:** $122,995 - $130,682 |
| **Application Deadline:** Open until filled | **Salary Range:** $122,995 – $153,744 |

Reporting to the Associate Vice President, Capital Development and Facilities Management, the Director of Facilities Operations and Service Innovation, provides strategic, transformational leadership and guidance to a team of facility experts, providing customer focussed, high quality, cost-effective facility operations services to the Sheridan community. The Director spearheads and executes a transformation to reshape and enhance the services portfolio - achieving continuous operational efficiency improvement through service and technological innovation, promoting high customer service standards, guiding business process improvements, and driving the modernization of facilities management practices.

The Director oversees operational activities, cleaning, maintenance and asset preservation for all campuses, incorporating sustainability concepts and promoting industry best practices and process improvements. This includes development of capital maintenance plans, operational energy management, resourcing plans, purchasing, process efficiencies and improvements. The Director provides leadership for leading edge technology innovations in facilities management systems and practices.

The Director works closely with all Faculties and departments, as well as Sustainability, Facilities Design and Construction and Campus Planning teams to ensure the integration of services and best practices in all operations, risk management, campus master plan, renovations, renewal projects, and major capital projects. The Director is a key member of the emergency management operations team.

The Director leads and develops a diverse team of managers, trades and other staff and external contractors in support of campus sites, buildings, infrastructure, maintenance systems, and a range of College services which include utilities, waste management and recycling, water quality, fire safety, janitorial and grounds maintenance. The Director is integral in developing and ensuring a successful transition to an activities-based budget model, focussing on delivering cost effective, high quality operational services.

**Specific Responsibilities:**

* Sets strategic direction for Facilities Operations, providing guidance and leadership to transform/reshape the services portfolio. Ensures customer service and effective, sustainable practices across all campuses; sets a positive tone for transformation and fosters a change oriented culture
* Leads planning activities to take strategic initiatives from concept to implementation
* Enhances the operating cadence and operational review of the Facilities Management team; ensures managers have a foundation around direction, rationale and the expected outcome and empowers them to lead their teams in support of transformation by managing and measuring progress in new ways
* Introduces process improvements, tools, systems and applications to more effectively manage and track workflow in a consistent and structured format with reporting capabilities
* Leads and coordinates plans across campuses for a large portfolio of life cycle replacement, operational/support and refurbishment projects of existing facilities and systems in response to changing College needs and enhanced customer service
* Coordinates/directs contractors, external consultants and other College resources to achieve project and operational deliverables and deadlines
* Develops and administers budget and operates within allocated resources
* Develops, guides and empowers leaders and staff in the portfolio; provides change leadership and operational direction

**Qualifications:**

* 4 year Bachelor’s degree in a relevant program (Engineering, Facilities, Resource Management, Mechanical/Construction/Architectural Technology or relevant skilled trades and/or equivalent), along with 9 years of experience in an operational/customer oriented environment, including several years leadership experience with oversight of supervisors/managers, projects and sub-contractors (or an equivalent combination of relevant education and experience)
* Highly developed, innovative leadership experience, inlcuding successful track record in change leadership and service transformation
* Demonstrated experience and ability to successfully manage several projects simultaenously
* Demonstrated understanding of the nuances for transformational leadership and ultilizing change management principles, processes and tools to drive behavioural, financial and oeprational results and makes communication a priority for change intiatives.
* Strong customer engagement orientation. Commitment to promoting excellence and quality results across functions
* Comprehensive understanding of bid and tendering processes related to maintenance and capital improvements and understanding of budget development and management
* A successful track record in reshaping facilities operations to be customer focused and in driving service excellence is an asset
* Maintenance experience in large complex commercial or institutional buildings, producing a high volume of repairs and rennovations while facilities are occupied, experience in building trades and the respective engineering disciplines, construction management, building automation systems and controls are preferred
* Knowledge of legislation, regulations and buildig codes related to building operations i.e. Building and Fire Codes, in depth Occupational Health & Safety Act, is an asset
* Experience with Activity Based Budge Modelling and life-cycle costing are preferred
* Familiarity with sustainability initiatives for waste management and energy conservation and environmental and energy conservation principles are an asset
* Excellent interpersonal, relationship building and communication skills and superior customer service orientation are essential
* Proven leadership skills, visibly and positively representing Sheridan to external stakeholders
* Visionary, thought leadership and creative problem soliving ability

**Please apply online:**