



Title: Director of Facilities Management

Job Posting #: 3118121

Overview:

The Ragon Institute of MGH, MIT and Harvard, seeks to establish a model of scientific collaboration that links clinical, translational and basic science to tackle the greatest global health challenges related to infectious disease research.

The Ragon Institute is a results-oriented group of highly motivated scientists from the field of immunology, virology, genetics, vaccinology, and technology development. At every level, we value intelligence, teamwork, dedication and creativity, and we're always looking for people with those skills who thrive in teams and dynamic environments.

The Director of Facilities Management reports to the COO and is a member of the Administrative and Operations Management Team. The Director will be responsible for developing and implementing a strategic plan for a world class facilities environment that complements the Ragon's science agenda and growth of the institute. In addition, the Director of Facilities Management will help support the Ragon Leadership Team as it embarks to build and design a new building for the Institute.

General overview of duties and responsibilities:

Facilities Oversight:

- Oversees building / facilities management (FM) portfolios (including BL3 space) and strategically manages a host of facilities management related services provided to support the Ragon's scientific research strategy.
- Develops and implements a facilities management strategy.
- Leads and oversees day to day facilities management operations and all technical services including maintenance, electrical and mechanical services, security/emergency planning, renovations and construction projects.
- Develops and maintains an integrated facilities management system to effectively manage and maintain facilities infrastructure, scientific laboratories, and all other built environment related infrastructure and FM services used to conduct Ragon research\studies.
- Works with the Director of Finance and Strategy to develop a capital investment plan for the Institute to ensure that it meets its future needs (construction, maintenance, renovation and renewal) and ensure its efficient and effective implementation.

- Develops building and facilities standards for the Ragon, ensuring efficient space utilization and branding and safety compliance.
- Establishes best practices and standard operating procedures related to all aspects of facilities management responsibilities.
- Develops an effective conservation, estate management and sustainability program for the Institute.
- Develops a capital projects management framework for the Ragon that guides implementation of all capital projects to ensure delivery on budget, on time and within requirements.
- Responsible for creating a good working environment for all faculty and staff and ensuring that the Ragon Institute complies with health, safety, environment and other statutory requirements.
- Manages performance of FM service providers and contractors to ensure value for money.
- Manages overall FM budget and ensure that that resources are utilized in a cost-effective manner.
- Represents Ragon as primary liaison to Alexandra Real Estate, our landlord; attending meetings to advocate for and ensure that our building/infrastructure needs are met

Administration and General:

- Develops policies, procedures and standards geared to promote effective operations of facility management as it pertains to vendor relations, building maintenance, housekeeping and the like
- Responsible for effective communication between stakeholders and the Ragon wide community; will be charged with educating the Ragon public on new facility polices and procedures; must be a strong communicator
- Develops solutions to problems, seeks to understand the cause and not only focus on the symptoms.
- Promotes a learning culture, setting an example of thinking outside the box, suggesting alternative ways to address issues and improve business processes.
- Produces good quality of work; is on time with deliverables and works effectively with team, co-workers and managers.

Supervisory:

- Responsible for creating and leading a team of facility management staff (~1-2 FTE)
- Supervises the development and performance of facilities management staff in order to achieve organizational goals; initiates corrective action when necessary
- Ability to effectively lead as a strong manager by providing support and maintaining positive relationships with staff members

Working Conditions:

May be exposed to hazardous materials, infectious materials or toxic chemicals given the fact that we do have laboratory space.

Key Performance Areas

1. Develops and implements Ragon facilities management strategy 20%
2. Maintenance of Ragon facility 30%
3. Capital projects implementation 30%
4. Development and performance management of staff 20%

Requirements of the Job

Minimum Qualifications

Bachelors in built environment field or equivalent

Experience working in a science/laboratory related field strongly preferred

Additional qualification preferred

Post graduate qualification in business management is preferred

Minimum Experience

- Ten years' experience in facilities management environment of a research and technology institution
- Five years' experience at senior management level within a scientific research and/or technology institution
- Advanced knowledge and experience in using various building management systems
- Experience of working in a project-driven academic environment
- Experience managing a diverse team of skilled professionals
- Skills required: balanced technical and management skills; negotiations and relationship management; advanced communication skills; advanced analytical skills; superior interpersonal skills

Note: From time to time the Head of Facilities Management may be required to perform other related duties and tasks as authorized by the COO.