



TOBAGO HOSPITALITY AND TOURISM INSTITUTE

Job Title: Manager - Facilities and Infrastructure

Revised: July 23rd 2025

Position Number: 408

Department: Facilities and Infrastructure

Reports to: Chief Executive Officer

Approved by: Board of Directors

Date: February 23rd 2024

1.0 JOB SUMMARY:

The Manager- Facilities and Infrastructure is responsible for ensuring that the Institute's facilities, grounds and environs, equipment and machinery and all maintenance systems and services are maintained in proper operating and safe conditions. Generally promotes a clean and safe working environment for the comfort and well-being of all internal and external stakeholders.

Work is highly project management based and involves the scheduling of preventative maintenance works, building and construction, repair works, monitoring, documenting and reporting on their progress. There is also the oversight of keys for the organisation's premises, custodial, janitorial and laundry services. Work also involves the general oversight of the organisation's maintenance stores and inventory, including spare parts to facilitate maintenance projects and emergency repairs.

On a regular basis, consults with contractors, service providers, and Health and Safety personnel and ensures that the organisation adheres to accreditation standards regarding physical resources, Public Health regulations, Sanitation, and other statutory and legal regulations. .

2.0 DUTIES & RESPONSIBILITIES:

- 2.1. Participates in strategic development, implementation planning and policy formulation.
- 2.2. Develops an annual work plan and budget in keeping with the corporate strategic plan
- 2.3. Coordinates training for maintenance personnel and other departments in the use and care of equipment and machinery throughout the organization.
- 2.4. Inspects and audits all public and office areas and grounds on a daily basis to ensure cleanliness and adherence to sanitation and safety standards and to facilitate maintenance works and repairs.

- 2.5. Monitors and controls the performance and upkeep of all equipment, machinery, and systems in liaison with other Maintenance personnel.
- 2.6. Establishes and maintains a Preventative Maintenance Schedule and log books and ensures that all works identified for regular maintenance and repairs are effectively executed in a timely manner.
- 2.7. Ensures that all works are executed in accordance with manufacturers' specifications, local and international codes, and international standards and regulations to ensure safe work practices.
- 2.8. Responsible for communicating to maintenance personnel all upcoming activities / functions as scheduled on compound to ensure that all maintenance requirements are met.
- 2.9. Manages the Maintenance Stores and Inventory database to ensure appropriate storage and adequacy in terms of maintenance tools, equipment, materials, parts and accessories required for the smooth and efficient running of the Institute.
- 2.10. Establishes, documents, maintains, reviews and communicates new and existing maintenance policies and monitors on a regular basis to ensure compliance.
- 2.11. Ensures that all work is carried out with a minimum of inconvenience to staff, students and visitors and that all areas are clean and tidy during and after execution of works and repairs.
- 2.12. Monitors and manages all waste disposal and recycling systems.
- 2.13. Works with Health and Safety personnel to ensure that the organisation adheres to accreditation standards regarding physical resources, Public Health regulations, Sanitation, other statutory and legal regulations regarding Health and Safety.
- 2.14. Works in collaboration with health and safety personnel to identify and assess occupational and other risks and hazards throughout the organisation and implements standards and systems to mitigate those risks.
- 2.15. Responds to all emergencies, accidents and incidents and restores and facilitates order and safety during and after such incidents.
- 2.16. Produces weekly, monthly, quarterly and annual reports or as required and submits to direct supervisor status of all major works undertaken and provide timelines especially where there are implications to health and safety factors.
- 2.17. Liaises with service providers (heating, ventilation, air-conditioning, electrical, plumbing and other systems) and various utility agencies such as WASA, TSTT, TTEC, and SWMCOL as required.

- 2.18 Manages and monitors all Maintenance related contracts such as Grounds Maintenance, Pest Control, Rentokil (Cleaning of Sanitary Bins) etc.
- 2.19. Monitors all function sheets to ensure that setup and maintenance requirements, including staffing are fulfilled and provided.
- 2.20. Ensures that all staff are provided with uniforms as well as Personal Protective Equipment (P.P.E.) in accordance with recommendations made by the Health and Safety Personnel.
- 2.21. Develops a shift system / roster for staff under his/her supervision to ensure full coverage at all times especially during the Semester.
- 2.22. Prepares contract documents where it has been agreed to outsource services.
- 2.23. Manages the performance of staff under his/her supervision.
- 2.24. Performs Duty Manager functions as scheduled
- 2.25. Any other job-related duties assigned by his/her immediate Supervisor/Manager or duly authorised officer.

3.0 COMPETENCIES

3.1. CORE COMPETENCIES

- Integrity
- Student Centred -Focus
- Quality
- Collaborating with Other

3.2 TECHNICAL

- Understanding of quality management systems as it relates to facilities management.
- Facility Management budgeting
- Project Management
- Knowledge of Food Processing Equipment
- Operational and property management skills
- Extensive knowledge in plumbing, electrical, HVAC and other maintenance systems
- Analytical Skills
- Customer focused acumen and orientation
- Must be proficient in Microsoft Office Suite

3.3 LEADERSHIP

- Strategic Leadership
- Managing Resources
- People Leadership
- Business Acumen

4.0 QUALIFICATIONS & EXPERIENCE:

- 4.1 Bachelor of Sciences degree in Facilities Management, Engineering or similar qualifications from an accredited tertiary educational institution.
- 4.2 Master's Degree in Facilities Management, Engineering or associated field is desirable
- 4.3. Formal training in health and safety systems.
- 4.4. Project Management experience and qualifications would be an asset.
- 4.5. At least seven (7) years' experience in general maintenance, HVAC, plumbing, electrical and gas operated equipment and hotel kitchen equipment and machinery

5.0 KEY RELATIONSHIPS:

- 5.1. Reports to: Chief Executive Officer
- 5.2. Works with: All Heads of Department, Health and Safety Officer, Lecturers, Line Supervisors, general staff and students
- 5.3. Communicates with: Maintenance Service Providers and Contractors, Utility Service Providers, Security Personnel and key stakeholders relevant to the Job function
- 5.4 Direct Reports: Maintenance Supervisor, General Maintenance and Utility Assistants, Groundsmen & Gardeners
- 5.5 Indirect Reports: CEO and Finance & Planning Sub-Committee of the Board of Directors Board of Directors,

SUPERVISORY RESPONSIBILITIES:

- 6.1. Gives day-to-day instructions and guidance
- 6.2. Makes recommendations for promotion and transfer where appropriate
- 6.3. Trains and coaches employees under his/her supervision
- 6.4. Communicates all upcoming activities / functions as scheduled.
- 6.5. Communicates new and existing maintenance policies, procedures and work instructions to staff under his/her supervision
- 6.6. Rosters staff under his/her supervision to ensure full coverage at all times
- 6.7. Manages and assesses the performance of staff under his/her supervision

7.0 ACCOUNTABILITIES/OUTPUTS: (Areas for which the incumbent is directly answerable for attaining and delivering in the course of duty)

OUTPUTS	
Outputs	How Often
Developing, Monitoring, review and communicating maintenance related policies, procedures and work instructions	As required
Inspection and auditing of all public and office areas and grounds on a daily basis to ensure cleanliness and adherence to sanitation and safety standards and to facilitate maintenance works and repairs.	Daily
Monitoring of all public restrooms in liaison with the Maintenance and janitorial personnel on a daily basis to ensure that they are clean and tidy and that all faucets and fixtures are in proper functioning order.	Daily
Completion of all maintenance requests	Daily
Management of the organization's keys including sorting, labelling and issuing	Daily
Fulfilment of setup and maintenance requirements for functions, including rostering of maintenances staff	As require
Responding to all maintenance related emergencies, accidents and incidents and restores and facilitates order and safety during and after such incidents	As required
Preparation of weekly, monthly, quarterly and annual reports of all works undertaken with timelines especially where there are implications to health and safety factors.	Daily, Weekly, monthly, Yearly and As required
Inspection and Maintenance of log books and ensures that all works identified for regular maintenance and repairs are effectively executed in a timely manner and documented.	Daily
Monitoring and control of the performance and upkeep of all equipment, machinery and systems using check sheets.	Daily Weekly
Requisitioning and maintaining stock all spare parts for all equipment, machinery and systems, plumbing, electrical and HVAC fittings on the compound.	As required
Preparation of Scope of Works, Specifications, material listing and costing for all major projects in accordance with the Procurement Legislation.	As required
Identify and assess occupational and other risks and hazards throughout the organisation and implements standards and systems to mitigate those risks in liaison with the Health & Safety Personnel.	As required
Responsible for communicating to maintenance personnel all upcoming activities / functions as scheduled on compound to ensure that all maintenance requirements are met.	Weekly
Development of a shift system / roster for staff under his/her supervision to ensure full coverage at all times	Weekly
Managing and monitoring of all Maintenance related contracts such as Grounds Maintenance, Pest Control, Rentokil (Cleaning of Sanitary Bins) etc.	Monthly
Establishing and maintaining a Preventative Maintenance Schedule	Quarterly
Preparation of contract documents where services have been outsourced.	As required
Installation and Maintenance of camera surveillance and security locking systems and infrastructure	As required

Installation and Maintenance of Fire Alarm & Fire Suppression Systems	As required
Liaises with service providers (heating, ventilation, air-conditioning, electrical, plumbing, and other systems) and various utility agencies such as WASA, TSTT, TTEC, and SWMCOL in the event of emergencies and communicates to staff when issue is resolved.	As required
Monitors and manages all waste disposal and recycling systems.	As required
Manages and monitors all Maintenance related contracts such as Grounds Maintenance, Pest Control, Rentokil (Cleaning of Sanitary Bins) etc and service providers to ensure fulfilment of scope of works.	As required
Ensures that all staff are provided with uniforms as well as Personal Protective Equipment (P.P.E.) in accordance with recommendations made by the Health and Safety Personnel.	As required
Preparation of work plan and budget inkeeping with the corporate strategic plan.	Annually
Conducts performance appraisal of staff under his/her supervision.	As required
Performs Duty Manager Functions	As required

8.0 CHANNELS:

- Telephonic Conversations
- Face-to-face conversations
- Emails
- Written letters and memos
- Chats and messaging
- Formal written documents
- Virtual Meetings

8.1 MODE OF COMMUNICATION:

- Excellent verbal and written communication skills
- Interpersonal Communication
- Presentational Communication
- Gestural Communication
- Aural Communication
- Visual Communication
- Digital Communication
- Leadership Communication

9.0 PHYSICAL AND MENTAL STRAIN:

- Requires working long hours
- Requires high concentration in the preparation of reports and scope of services

- Heavy Workload
- Requires multitasking and prioritizing
- Regularly coordinates and performs simultaneous activities
- Regularly exposed to safety and security issues
- Frequent interruptions by persons and/or by telephone
- Occasionally provides emotional support to others
- Occasionally exposed to disgruntled employees
- Occasionally responds to immediate, urgent and unexpected requests from supervisors, and/or other stakeholders
- Tight Deadlines

10.0 WORK ENVIRONMENT:

- Regularly works for an extended period of time in a seated position, sedentary work
- Can be exposed to chemicals, gas fumes and solvents and other health and safety hazards during the course of work
- Regularly exposed to rays from computer monitors that may lead to eye strain
- Regularly lifts and moves heavy objects weighing more than 5kg

11.0 ACCEPTANCE STATEMENT:

The Management of the Tobago Hospitality and Tourism Institute, reserves the right to amend this Position Description anytime as required.

I have read and fully understood the position description as stated and accept that any of the tasks may be modified or changed. I accept that I am to be governed by the duties of this job description and take responsibility for performing the functions as listed above, in accordance with performance measures relevant to this job description and the organisation’s Strategic Plan.

This Position Description in no way states or implies that these are the only duties to be performed and I may be required to perform any other job-related duties assigned by the Chief Executive Officer or duly authorised officer.

My signature below indicates my acceptance of the same and my commitment to the performance of my duties at the Tobago Hospitality and Tourism Institute.

Employee’s Name

Employee’s Signature

Date

(Please print)