

## About Education in Motion (EiM)

**Education in Motion (EiM)** is a global education group dedicated to developing confident, globally minded learners. Founded over two decades ago, EiM brings together a family of leading international schools that combine strong academic foundations with a forward-looking, values-driven approach to education.

Today, EiM operates 15 schools across Asia and Europe, supporting a community of 11,500+ students and over 3,000 staff. Our schools offer internationally recognised pathways, including the International Baccalaureate (IB) and A Levels, with students consistently achieving IB Diploma average scores well above the global average, and progressing to leading universities in the UK, US, and worldwide.

Across our schools, we are united by a shared commitment to putting students at the heart of every decision. Our educators are part of a collaborative, international community, empowered to innovate, grow professionally, and make a meaningful impact in the lives of students. We believe in nurturing the whole child — academically, socially, and emotionally — through innovative teaching, rich co-curricular experiences, and a strong focus on global citizenship and sustainability. EiM is supported by long-term partners who share our commitment to educational excellence and sustainable growth.

### OUR VISION

**We aspire to be the global leader in pioneering education for a sustainable future.**

EiM, through its family of education brands, aims to be at the forefront in creating, developing and introducing innovative education programs that will help global citizens meet the needs of the present without compromising on the ability of future generations to meet their own needs.

### OUR MISSION

**To have a positive impact on the planet and society through education.**

EiM enables its family of world-leading brands to pioneer innovative education solutions for a sustainable future, creating world-changing education and inspiring generations of learners to Live Worldwide.

<b>Job Title</b> 岗位名称	Director of Facilities, Shanghai based 设施总监（办公地点上海）
<b>Department</b> 部门名称	Building Construction and Design 建筑施工与设计
<b>Grade</b> 岗位职级	8
<b>Reporting to</b> 汇报线	Director of School Operations 学校运营总监
<b>Additional Reports</b> 其他汇报线	Group Director Building Construction & Design 集团建筑施工与设计总监

<b>Job Summary</b> 岗位概览	
<p><b>Purpose of the Role</b></p> <p>The Director of Facilities is accountable for the operational performance, safety, compliance, and sustainability of the Group’s school facilities portfolio, with a primary focus on the Dulwich &amp; Dehong school campuses in China and oversight for the Dulwich campuses in Singapore, Korea, and Thailand.</p> <p>This role leads the development and execution of a portfolio-wide Facilities Management (FM) strategy, ensuring that all campuses are maintained to a consistently high standard and provide safe, compliant, efficient, and high-quality environments for students, staff, and visitors.</p> <p>The role is responsible for establishing Group-aligned FM standards, policies and performance management frameworks, and for driving effective delivery through school-based Operations/FM teams and third-party Integrated Facilities Management (IFM) providers.</p> <p>This is a hands-on leadership role requiring strong technical understanding of building systems, operational risk management, vendor oversight, and stakeholder engagement.</p> <p><b>职位目标</b></p> <p>设施总监负责集团旗下学校设施的运营绩效、安全性、合规性及可持续发展，重点覆盖中国地区的德威及德闳学校校园，同时监管集团位于新加坡、韩国和泰国的德威校园。</p>	

该职位领导制定并执行覆盖整个集团校园的设施管理（FM）战略，确保所有校园保持统一的高标准维护水平，为学生、教职员工及访客提供安全、合规、高效且优质的环境。

该职位负责制定与集团一致的设施管理标准、政策及绩效管理框架，并通过各校区的运营/设施管理团队及第三方综合设施管理（IFM）服务商，推动设施服务的有效交付。

这是一个需要亲力亲为的领导岗位，要求任职者对建筑系统、运营风险管理、供应商监管及利益相关方沟通具备扎实的技术理解与实践能力。

## Duties and Responsibilities

### Scope of Responsibility

**The Director of Facilities oversees operational facilities management across the portfolio including:**

- Buildings, grounds and external areas
- Mechanical, electrical and plumbing (MEP) systems
- Life safety systems, security systems and access control
- Utilities management (energy, water, waste)
- Preventative and corrective maintenance programmes
- Contractor and IFM provider management
- Health & Safety implementation and compliance culture
- Sustainability and continuous improvement initiatives
- Regulatory compliance and local code adherence
- Asset lifecycle planning and facilities performance reporting

Note: Major new build developments and expansion projects are led by the Project Director / Construction team. The Director of Facilities ensures that projects align with FM operational requirements and supports effective handover into ongoing operations.

### Key Accountabilities and Responsibilities

#### A. Portfolio Facilities Strategy & Governance

- Develop and maintain a portfolio-wide Facilities Management strategy aligned to Group priorities and school operational needs.
- Establish and maintain FM policies, procedures, standards and reporting frameworks across the portfolio.
- Ensure schools operate in compliance with local regulatory requirements and Group expectations.
- Set annual FM objectives and performance measures, tracking progress and outcomes.

#### B. Maintenance Management & Asset Performance

- Ensure robust preventative maintenance programmes are developed and executed across all schools.
- Monitor asset performance and reliability, ensuring risks are identified and mitigated proactively.
- Oversee condition audits and technical inspections, ensuring corrective actions are prioritised and completed.
- Lead development of lifecycle replacement planning and long-term maintenance forecasting.

#### **C. Capital Planning (Operational Capex) & Lifecycle Replacement**

- Partner with school leadership and Group stakeholders to develop annual and multi-year facilities CapEx plans focused on lifecycle replacement and operational improvements.
- Ensure facilities improvement works are appropriately scoped, costed, scheduled and delivered with minimal disruption to learning operations.
- Provide technical input into project feasibility, design review, and operational readiness.

#### **D. Vendor, Contractor & IFM Performance Management**

- Lead the performance management of third-party IFM providers, ensuring delivery against contract requirements, KPIs, service levels and compliance obligations.
- Oversee contractor selection and governance in line with Group procurement requirements.
- Ensure effective contract compliance monitoring, documentation, and reporting.
- Drive continuous improvement across outsourced services (maintenance, cleaning, security, utilities, etc.).

#### **E. Health, Safety, Security & Compliance**

- Champion a strong Health & Safety culture across all schools, ensuring consistent implementation of Group H&S standards.
- Ensure facilities comply with local building codes, fire and life safety requirements, and operational licensing requirements.
- Lead the identification, assessment and mitigation of operational facilities risk (including emergency preparedness).
- Support incident investigation and corrective action planning related to facilities, safety or contractor performance.

#### **F. Sustainability & Innovation**

- Lead sustainability initiatives within Facilities Management including energy efficiency, water reduction, waste management and carbon reduction opportunities.
- Identify and implement innovative technologies and operational improvements that enhance sustainability and cost efficiency.
- Support transition toward a more sustainable facilities portfolio aligned to Group sustainability goals.

#### **G. Stakeholder Engagement & School Support**

- Build strong working relationships with Directors of Business Administration (DBAs), school Operations/FM teams and senior leadership.

- Provide coaching, guidance and technical support to strengthen school-based FM capability.
- Ensure consistent service orientation and high standards of facilities delivery for staff, students and visitors.
- Act as a trusted advisor to school leaders on facilities planning, operational readiness and risk.

#### **H. Systems, Reporting & Continuous Improvement**

- Implement and maintain facilities systems such as maintenance management systems (CMMS), audit tools and asset registers.
- Establish clear reporting dashboards and metrics (e.g., compliance status, work order performance, contractor KPIs, cost trends).
- Conduct periodic reviews of FM performance and identify opportunities to improve efficiency, service quality and cost effectiveness.

### **职责范围**

设施总监负责管理旗下所有校园的设施运营管理，具体包括：

- 建筑、场地及室外区域
- 机电及给排水（MEP）系统
- 生命安全系统、安防系统及门禁管理
- 公用设施管理（能源、水、废弃物）
- 预防性及纠正性维护计划
- 承包商及综合设施管理（IFM）服务商管理
- 健康与安全的落实及合规文化建设
- 可持续发展及持续改进举措
- 法规遵从及当地规范遵守
- 资产全生命周期规划及设施绩效报告

注：重大新建项目和扩建工程由项目总监/施工团队负责。设施总监则负责确保上述项目符合设施管理的运营要求，并支持其顺利移交接管至日常运营。

### **主要职责及责任**

#### **A. 校园设施战略与治理**

- 制定并维护覆盖集团所有校园的设施管理战略，使其与集团优先事项及学校运营需求相一致。
- 建立并维护所有校园的设施管理政策、程序、标准及报告框架。
- 确保各校区的运营符合当地法规要求及集团预期。
- 设定年度设施管理目标及绩效指标，跟踪进展与成果。

#### **B. 维护管理与资产绩效**

- 确保所有学校制定并执行健全的预防性维护计划。
- 监控资产绩效与可靠性，确保主动识别并降低风险。

- 监督状况审计及技术检查，确保优先完成纠正措施。
- 领导制定资产生命周期更替计划及长期维护预测。

### **C. 资本规划（运营性资本支出）与生命周期更替**

- 与学校领导层及集团相关方合作，制定以生命周期更替和运营改进为重点的年度及多年期设施资本支出计划。
- 确保设施改进工作的范围界定、成本核算、进度安排合理，并对教学运营的干扰降至最低。
- 为项目可行性、设计审查及运营准备提供专业技术意见。

### **D. 供应商、承包商及综合设施管理服务商绩效管理**

- 领导对第三方综合设施管理服务商的绩效管理，确保其按照合同要求、关键绩效指标、服务水平及合规义务交付服务。
- 按照集团采购要求监督承包商遴选与治理。
- 确保有效的合同合规监控、文档记录及报告。
- 推动外包服务（维护、清洁、安保、公用设施等）的持续改进。

### **E. 健康、安全、安保与合规**

- 在所有学校倡导强有力的健康与安全文化，确保集团健康与安全标准得到一致落实。
- 确保设施符合当地建筑规范、消防与生命安全要求及运营许可要求。
- 领导运营设施风险（包括应急准备）的识别、评估与缓解工作。
- 支持与设施、安全或承包商绩效相关的事件调查及纠正措施规划。

### **F. 可持续发展与创新**

- 领导设施管理领域的可持续发展举措，包括能源效率、节水、废弃物管理及碳减排机会。
- 识别并实施创新技术及运营改进措施，以提升可持续性与成本效益。
- 支持向更可持续的设施组合过渡，与集团可持续发展目标保持一致。

### **G. 利益相关方沟通与学校支持**

- 与各校行政总监、学校运营/设施管理团队及高级领导层建立牢固的工作关系。
- 提供指导、辅导及技术支持，以加强各校的设施管理能力。
- 确保为教职员工、学生及访客提供一致的服务导向和高标准的设施交付。
- 在学校领导的设施规划、运营准备及风险管理方面，担任值得信赖的顾问。

### **H. 系统、报告与持续改进**

- 实施并维护设施管理系统，如计算机化维护管理系统、审计工具及资产登记册。
- 建立清晰的报告仪表盘及指标（如合规状态、工单执行情况、承包商关键绩效指标、成本趋势）。
- 定期审查设施管理绩效，识别提高效率、服务质量及成本效益的机会。

## Essential Skills and Experience

### Knowledge & Skills Required:

- Educated to at least undergraduate degree level, majoring in facility / property management or a related field of engineering or architecture preferred, with sufficient experience to provide strong leadership in property management practices and techniques;
- Minimum of ten (10) years of direct supervisory experience: five (5) years working in a property or facility management environment preferred; however, applicants with less experience but who have a proven track record will be considered;
- English and Mandarin language skills required.
- Thorough knowledge of facility management principles, practices, and procedures, including regional practices and laws;
- Proven track record of success in management of multiple educational or similar portfolios; particularly with multiple sites in a portfolio;
- Must be able to apply innovative and effective management techniques to maximize employee & facility performance;
- Excellent planning and organizational skills; ability to manage shifting priorities, deadlines, and workloads quickly and frequently;
- Good technical & building related knowledge;
- Experienced in new construction/additions as well as renovation / refresh projects within existing properties; in a school environment the time for construction is short (typically winter / summer holidays) so precise coordination with the school FM team, planning and execution is critical
- Excellent organizational skills and ability to analyze complex situations and develop solutions timely;
- Ability to communicate effectively, both orally and in writing, including preparing technical reports;
- Physical ability to visually assess and physically inspect all properties;
- Team working and ability to work independently and with minimal supervision;
- Attention to detail and a methodical approach to work;

### Attributes Required:

- A strategic thinker experienced in the establishment and execution of a maintenance management plan that streamlines and maximizes the efficiencies of maintaining our portfolio;
- A forward planner who critically assesses their own performance and is reliable, tolerant, and determined.
- Self-driven, results-oriented with a positive outlook and a clear focus on high quality.
- Well-presented and professional with maturity, credibility, and a high comfort level in dealing with executives.
- Excellent critical reasoning ability to efficiently identify and accurately resolve issues before they escalate.

- Good people and communication skills for engagement with school senior management and school Operations / FM teams as well as various contractors

#### 知识与技能要求：

- **学历：**至少为本科学历，设施/物业管理或相关工程、建筑专业优先，具备丰富的经验，能够在物业管理实践和技术方面提供强有力的领导；
- **经验：**至少十（10）年直接管理经验；其中五（5）年物业或设施管理环境工作经验者优先；经验较少但有可靠过往业绩的申请人也会予以考虑；
- **语言：**具备英语和汉语能力；
- **专业知识：**全面掌握设施管理的原则、实践和流程，包括区域实践和相关法律法规；
- **管理业绩：**在教育机构或类似组合（尤其是多地点组合）的管理方面有成功的过往记录；
- **管理技巧：**能够运用创新且有效的管理技术，最大化提升员工及设施的绩效；
- **规划与组织能力：**出色的规划和组织技能；能够快速且频繁地应对不断变化的优先级、截止日期和工作量；
- **技术与建筑相关知识：**具备良好的技术和建筑相关专业知识；
- **项目经验：**在新建筑/扩建以及现有物业的翻新/更新项目方面经验丰富；在学校环境中，施工时间较短（通常为寒假/暑假），因此与学校设施管理团队的精确协调、规划及执行至关重要；
- **分析与解决问题能力：**出色的组织能力，能够分析复杂情况并及时制定解决方案；
- **沟通能力：**具备有效的口头和书面沟通能力，包括能够撰写技术报告；
- **身体素质：**能够通过视检和实地检查对所有物业进行评估；
- **团队与独立工作能力：**具备团队合作精神，同时能够独立工作并在较少监督下完成任务；
- **细致与方法化：**注重细节，工作条理清晰、方法严谨；

#### 个人特质要求：

- **战略思维：**具备战略思维，有制定并执行维护管理计划的经验，能够简化和最大化物业维护的效率；
- **前瞻规划：**具有前瞻性，能够批判性地评估自身表现，可靠、包容且有决心；
- **自我驱动：**自我驱动，结果导向，心态积极，明确聚焦于高质量成果；
- **职业形象：**形象得体、专业，成熟可信，在与高管层沟通时自信从容；
- **批判性推理：**具备出色的批判性推理能力，能够高效识别问题并在问题升级前准确解决；
- **人际与沟通：**具备良好的人际关系和沟通技巧，能够与学校高层管理、学校运营/设施管理团队以及各类承包商进行有效互动。

Core Competencies	
Drive Improvement, Innovation & Change	The ability to innovate and lead change by identifying improvement areas, life-long learning and implementing new tools and technology for team and group benefits. Cultivates a creative team atmosphere allowing people to embrace change and innovative ideas.
Drive Sustainability	The ability to think and act responsibly and promote sustainable practices to maximise social impact and personal impact, maintain a positive outlook at work, take accountability of own practice, and have a global mindset to achieve sustainable development goals.
Work Inclusively & Foster Partnership	The ability to be adaptable and transparent in interacting with people with different backgrounds, work collaboratively and across boundaries, regardless of personal job responsibility, and be consultative to draw informed decisions and build a wider community with students, parents, and colleagues to ensure their voice is heard and valued.
Delivering Results	The ability to deliver desired results, in accordance with business objectives, plan activities and projects well in advance, take account of possible changing circumstances consistently, and focus on the internal and external customers' satisfaction to keep achieving high standard quality.
Problem Solving & Conceptual Thinking	The ability to analyse relevant data and all other sources of information, to break them into parts, to identify the most probable cause of a problem and generate feasible solutions from a broad perspective.

Job Description Created / Reviewed By
Orla Brady, Richard Barnard and Victoria Bethlehem

**EiM employees are committed to safeguarding and to promoting the welfare of children and young people. They ensure a secure, stimulating and well managed learning environment that promotes a sense of safety, support and wellbeing.**

EiM believes that each employee makes a significant contribution to our success and that contributions should not be limited by the assigned responsibilities. Therefore, this job

description is designed to outline primary responsibilities but not limit the employee nor EIM to only the work identified. It is the expectation of the Company, that each employee will offer his/her services wherever and whenever necessary to ensure the success of our organisation.

### Across our EIM family, we nurture a set of shared values and beliefs shapes

**Students Come First** We put students at the heart of every decision. All of our learning experiences are designed with the needs, talents and capabilities of our students as the focus. Our philosophy is founded on ensuring that each student's own voice and choice guide how we teach and how our students learn.

**Pioneering Spirit** We pioneer new ideas and practices in teaching, learning, and in all aspects of education through research and innovation. We are determined to create a diversity of opportunities for each member of our community to exercise creativity and entrepreneurship in their chosen field.

**Safeguarding** We define safeguarding as the way in which we provide a safe and effective environment so that every member of our community can thrive. We take every step to ensure the physical, social and emotional wellbeing of everyone in our care.

### Our family of schools and brands

