

Facility Manager

Job ID
REQ-10059166

8月 20, 2025

Italy

摘要

As the Facility representative at the country level, you will ensure Facility Operations are run smoothly, oversee maintenance and ensure compliance with HSE standards, manage vendors and assess KPI's while working with procurement to ensure cost effective services. You are responsible for coordinating activities with landlords, to run small projects & collaborate with internal stakeholders to ensure customer satisfaction.

About the Role

1. Facility Operations & Customer Engagement

- Ensure the workplace is comfortable and productive for employees.

- Collect and act on customer feedback to improve workplace satisfaction.
- Manage space allocations, office moves, and seating arrangements according to business needs.
- Address daily facility issues, ensuring reliable and efficient site operations.

2. Maintenance & Compliance

- Monitor health, safety, and energy usage to improve efficiency and sustainability.

3. Vendor and Service Management

- Work with procurement to ensure cost-effective services.
- Manage providers for cleaning, security, landscaping, food services, etc., and assess their performance using metrics like SLAs and KPIs.
- Negotiate contracts and identify opportunities for cost reduction.

4. Workplace Support Services

- Supervise non-technical services such as reception, mail delivery, cleaning, pantry management, office supplies, and transportation.
- Coordinate services like parking, shuttle management, and gym operations.

5. Health, Safety, and Environment Compliance

- Ensure facilities meet health, safety, and environmental standards.
- Promote a positive safety culture and proactively mitigate risks.

6. Real Estate Management

- Communicate with landlords on building maintenance and sustainability improvements.
- Handle lease-related negotiations with Procurement and Legal.
- Collaborate on service delivery and improvements.

7. Metrics and Reporting

- Track and report key performance indicators (KPIs) such as financial results, customer satisfaction, and energy efficiency.
- Provide insights on space usage, service quality, and cost efficiencies.

Experience / Skills Required

- Technical Expertise: 5 years' experience in facility management (preferably in pharmaceuticals or related industries), with knowledge of operations, finance, and maintenance.
- Leadership: Ability to lead projects and vendor teams effectively.
- Vendor Management: Skills to select vendors, negotiate contracts, and ensure high performance.
- Problem-Solving: Proactively resolve challenges to ensure business continuity.
- Communication: Strong interpersonal skills to interact with stakeholders and employees.
- Education: Bachelor's in Business Administration, Finance, Architecture, or Engineering (engineering is recommended for specific sites).
- Languages: Fluent English and Italian

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部门

Operations

Business Unit

Universal Hierarchy Node

地点

Italy

站点

Milano

Company / Legal Entity

IT08 (FCRS = IT008) Novartis Farma S.p.A.

Functional Area

Facilities & Administration

Job Type

Full time

Employment Type

Regular

Shift Work

No

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