



Manager Services (Mall)

Role and the Person

The position is at the manager level, accordingly the purpose and critical functions would be as follows:

Organisational Purpose:

To sustain the mall as a commercial Public Space

Function Purpose

To provide responsive experience (at a set levels of standard)

Role Purpose:

To sense and deliver services based on visitor dynamics

The Key Expectations of the Role:

- Standards based delivery across services
- Responsiveness of standards
- Systematically optimise cost of service delivery
- Decentralised (evidence based) decision making environment*

The Competencies required to effectively take on this role:

- Contemporary knowledge of service standards
- Knowledge of operations management
- Knowledge of electrical and mechanical system maintenance
- Analytical skills
- People Management skill – functions and levels
- Orientation to standard based working
- High extension motive

The Person:

- BTech in electrical and maintenance or any graduate/diploma
- Experience in dealing with common services of the business
- Overall work-experience of at least 15 years in middle/senior management positions