

Facility Manager

Job Information

Hiring Company

H&M Hennes & Mauritz Japan KK

Job ID

1495064

Industry

Equipment

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

February 4th, 2025 02:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

As the **Facility Manager**, you are responsible for enabling and securing the operations of the group site portfolio by providing optimized and qualitative facility management services in line with set requirements. You monitor the status of your site portfolio and plan, budget, forecast utilizing facility related data. You follow-up necessary actions to secure assets' lifetime and life cycle. You manage all facility management suppliers for your site portfolio. You act as an internal service provider to all brands and sites. You secure all FM data in systems are accurate and up to date.

You serve as an ambassador for facility management, active in promoting cross functional facility management understanding. You work as one team with the Facility Supplier and look for pragmatic solutions to secure a successful partnership and service delivery. You explore new perspectives and industry innovation in the search for constant improvement. By acting in line with our values, having the right mindset and leadership you contribute to H&M's business success.

Key responsibilities

- **Monitor and Optimize Site Portfolio:** Oversee the status of your site portfolio, identify investment needs, and take necessary actions to secure and optimize asset lifetime and overall life cycle. Ensure facility plans are created and maintained, balancing scheduled and reactive work to meet requirements.
- **Manage Costs and Align Activities with Business Needs:** Track actual costs versus budget and monitor quality performance based on predefined measures. Ensure all facility activities align with business needs and propose effective solutions to keep facility requirements current and in line with evolving business needs.
- **Operational Service Delivery & Supplier Management:** Ensure facility service delivery and projects for the H&M Group site portfolio meet agreed requirements and planned activities, manage service providers and contracts for compliance, and provide operational input for new stores and rebuilds to secure long-term cost and quality levels.
- **Customer Service:** Act as an internal service provider to all brands and sites, ensuring high-quality, urgent service

while securing health and safety compliance in collaboration with suppliers and the local security department.

- **Collaboration & Stakeholder Management:** Work closely with the C&F Manager and other departments to implement the market facility strategy, translate business needs into facility requirements, and optimize site portfolio energy efficiency, cost, and quality performance.
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Required Skills

To be successful in the role **Facility Manager**, you are comfortable managing several internal and external stakeholders and various projects and tasks simultaneously. You have strong communication skills and high sense of urgency, understanding business needs and requirements. You are able to prioritize, especially in circumstances where you are put under pressure and with tight deadlines. You have a proficient understanding of the field of facility management and the ability to identify risks and opportunities in a retail environment. You have an analytic mindset, are able to prepare and present budgets, business cases and reporting on cost and quality follow-up.

What you need to succeed:

- Bachelor's degree in engineering, business administration, or similar with Facility Management and Project Management certifications are meriting.
- 3 years' experience in facility management, construction, or real estate; experience in energy management and retail industry is meriting
- Experience in supplier and contract management, and activity-based budgeting.
- Analytic and data-driven approach with advanced English proficiency and MS Office skills.
- Advanced proficiency in Japanese and English (reading, speaking, and writing).
- Be flexible to travel frequently.

Additional information

This is a permanent position on a local contract based at our Support Office in **Japan**. You will report to the Construction and Facilities Manager of Northeast Asia.

Company Description