

v. Chief Property Manager

QF Level	Job Title	Chief Property Manager
6	Job Descriptions	Planning and formulating service policies, including customer relationship management and service promotion policies, financial and asset management policies, safe environment and risk management policies, human resource development policies, building and facilities continuous improvement plans, quality standards, contractor management systems and quality improvement policies, planning overall facilities and value-added services, planning property management service tenders and resource utilization, formulating procurement and tendering procedures, and supervising the overall operation of the property services team, ensuring the effective implementation of policies, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Security Management & Service	Devise and set up the structure of security services and continuously improve the provision of security services of the company	110414L6	6
	Crisis & Emergency Handling	Devise and continuously improve the crisis management policy	110420L6	6
	Safe Environment	Devise and continuously improve the safe environment policy	110426L6	6
	Environmental Protection	Plan on environmental protection and management policy	110446L6	6

	Management of Outsourcing	Devise the system for management of service contractors, quality enhancement and the management policy	110451L6	6
BM	Repair, Maintenance & Improvement of a Property			
	Improvement & Enhancement of System & Installation	Formulate and plan as a whole the continuously improvements and enhancements of the building, building services and facilities	110459L6	6
	Purchasing & Outsourcing	Devise the purchasing, outsourcing of repair, maintenance and construction works, assessment scheme and quality control system	110464L6	6
OS	Property Management Services for Owners, Tenants & the Community			
	Management Services & Communication	Represent owners or tenants in external liaison and formulate management strategies	110477L6	6
	Insurance Arrangement & Risk Management	Formulate risk management strategies	110489L6	6
	Quality Management	Devise the standard of quality management, plan on market analysis, benchmarking and analysis of customers' expectation	110493L6	6
	Shopping Centre, Cultural, Recreational &	Plan as a whole and evaluate on shopping centre, cultural, recreational and community	110499L6	6

	Community Activities	activities and value-added services		
	Pre-management, Takeover & Handover	Master planning on tendering, pre-management, takeover and handover programme, and participate in drafting of the deed of mutual covenants	110504L6	6
	Customer Services & Community Relations	Plan and develop strategies on customer services management, community relations management and promotion of services	110515L6	6
FM	Facility Management relating to a Property			
	Club House, Cultural & Recreational facilities	Devise and develop the customer relations, activities and finance management	PMZZFM 601A	6
	Shopping Centre, Industrial, Commercial & Other Premises	Plan as a whole on the development of the asset and facilities of shopping centre and other premises including commercial and industrial buildings	110531L6	6
	Application of Information Technology & Management of Smart Facilities	Devise and develop the information technology, the acquisition, update and application of smart facilities	110549L6	6
LW	Law in Practice relating to a Property			
	The Government & Legal System	Master the latest amendments in related legislations and submit views on draft bills	110555L6	6

	Contractual Arrangement	Review the provisions of contracts and legal documents and provide suggestions	110558L6	6
FN	Finance and Asset Management relating to a Property			
	Asset Management & Financial Control	Verify and approve on expenditure items and budget, develop internal audit procedures and policy on asset management	110576L6	6
	Procurement & Tendering	Devise and formulate procedures on procurement and tendering	110581L6	6
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Devise and develop the overall human resources	110591L6	6
	Teamwork & Leadership	Devise the direction on team management and leadership	110598L6	6
			Total Credit:	132