

Job Description

Sr. Executive / Assistant Manager – Estate Management

Department: Facility

Organization: International Center of Excellence in Mining (iCEM)

Location: iCEM Campus, Dev Dholera

About iCEM

iCEM is an autonomous institution established by the Government of Gujarat under the auspices of the Gujarat Mineral Development Corporation. With a vision to be India's leading institute for enabling sustainable mining from societal, environmental and commercial standpoints, iCEM aims to catalyse growth of the mining sector, helping it become more efficient, safe and sustainable.

Recognising the ever-evolving mining landscape and its impact on both economic growth and the environment, iCEM adopts a comprehensive approach that encompasses capacity building and skill development, developing knowledge resources, evaluating best-in-class technologies, validating breakthrough innovations for adoption in GMDC, and forging strategic collaborations with reputed national and international institutions.

Address:

Opp. Kensville Golf Resort,

Devdholera Village,

Off. Bavla - Rajkot Highway,

Ta: Bavla, Dist.: Ahmedabad,

Gujarat (India) – 382 240

This is contractual position initially for a period of 3 years extendable based on performance. Position will be based at iCEM Dev Dholera Campus, Ahmedabad.

Role Purpose

At iCEM, the campus experience is as important as the infrastructure itself. This role ensures that all physical spaces, common areas, guesthouse, pilot plant, laboratory and support services etc, across the campus are well-maintained, functional, and user-friendly.

The Sr. Executive / AM – Estate Management will focus on day-to-day upkeep, service delivery, and coordination, ensuring that the campus remains clean, safe, logistics for all the training and conducive for training, research, and residential use.

Key Objectives

- Ensure high standards of upkeep and cleanliness across the entire campus
- Deliver consistent and reliable estate services including housekeeping, security, and common area maintenance
- Maintain functional, safe, and well-managed physical spaces (labs, offices, guest house, common facilities, admin areas)
- Enhance overall campus experience and user satisfaction
- Ensure compliance with safety and facility standards

Role Positioning within iCEM Structure

- **Reports to:** Director, Facility Management
- **Works Closely With:** Utility Management team | T&D Team | Admin

Key Responsibilities

1. Estate Operations & Upkeep

- Oversee day-to-day maintenance of buildings, common areas, internal roads, landscaping, and campus infrastructure
- Ensure all areas are clean, functional, and well-maintained
- Conduct regular inspections and ensure timely corrective actions
- Logistics arrangements for training and development
- All the iCEM vehicle mangment.

2. Housekeeping & Services Management

- Manage housekeeping operations across campus, including labs, offices, guest house, and common areas

- Ensure adherence to defined cleanliness standards and schedules
- Monitor pest control, waste management, and sanitation services

3. Security & Access Control Coordination

- Oversee security services including deployment, access control, and surveillance systems
- Ensure safety of personnel, assets, and campus premises
- Coordinate incident reporting and emergency response support

4. Minor Repairs & Civil Maintenance

- Coordinate routine civil and minor repair works (carpentry, plumbing, fixtures, etc.)
- Ensure quick resolution of maintenance issues impacting usability of spaces
- Ensure upkeep of laboratory and plant areas, and coordinate non-technical support services to enable smooth operations.
- Maintain records of complaints and closures

5. Vendor & Contract Management

- Onboard & Supervise estate-related service providers (housekeeping, security, civil maintenance, landscaping)
- Monitor performance against SLAs and defined standards
- Support billing verification and contract compliance

6. Facility Readiness & Institutional Support

- Ensure readiness of facilities for **training programs, meetings, mineral processing lab & pilot plant and institutional events**
- Coordinate space setup, logistics, and support services
- Maintain guest house readiness and support residential requirements

7. Safety, Hygiene & Compliance

- Ensure adherence to health, safety, medical emergency van / medical emergency services and hygiene standards across campus
- Support fire safety systems and emergency preparedness
- Ensure compliance with statutory and internal guidelines

8. Complaint Management & User Experience

- Act as the first point of contact for facility-related issues and complaints
- Ensure timely resolution and tracking of service requests
- Focus on improving user satisfaction and campus experience

9. Documentation & Reporting

- Maintain records of inspections, complaints, vendor performance, and service delivery
- Prepare periodic reports on service quality, issues, and improvements
- Support implementation of SOPs and standard practices

Key Competencies

- Estate & Facility Operations
- Vendor & Service Management
- Attention to Detail & Quality Orientation
- Coordination & Responsiveness
- Basic Civil & Maintenance Understanding
- User-Centric Approach

Qualifications

- Master's / Bachelor's degree (in facility / Infrastructure Management preferred)

Experience

- 5 – 8 years of experience in estate management, facility operations, or campus administration
- Experience in institutional campuses, residential facilities, or industrial townships preferred
- Strong experience in managing housekeeping, security, and support services

Key Success Factors

- Strategic Mindset
- Operational Excellence
- Stakeholder Management
- Customer Orientation
- Sustainability Focus
- Pioneering Spirit
- Effective Communication