



JUST EAT Takeaway.com

Position: Senior Facilities Manager (m/w/d)

Reports to: Dalia Amr

Location: Berlin

Are you motivated to take on management responsibility and lead your team in a dynamic work environment? Do you have a passion for facility management and are you a talented organiser? Then there is more...

Our story

With over 98 million active users across 22 countries, here at Just Eat Takeaway.com we're a global food tech company, connecting our customers from Amsterdam to Auckland with the food they love.

Just Eat Takeaway.com is better known in Germany as Lieferando. Our Berlin-based facility management team is looking for a Senior Facilities Manager (m/f/d) with experience in leading teams of up to 10 employees. You will directly contribute to the work within the facility management team as well as to strategy.

All about the role

As our next Senior Facilities Manager (m/f/d), you will lead the facility management team and be the on-site contact for the most important stakeholders on strategic as well as operational issues. You will be responsible for overseeing the day-to-day activities of all services in this area: delivery and quality, solving helpdesk tasks, maintenance and operations, contract services, safe work practices, purchasing of materials, equipment and consumables, as well as controlling on-site expenses and accuracy of budgets.

Your area of responsibility also includes the following tasks:

Team Management: Acting as a Team Lead for our local facility management team

- Supporting the team with existing projects within the department
- Taking over your own projects in the area of Facility Management
- Lead, manage, and direct team (both employees and external service providers) on site to promote engagement and excellence in customer service and delivery
- Develop and sustain a high-quality well motivated team and ensure high staff morale, trust and work ethics
- Build and maintain an environment that supports teamwork, co-operation and performance excellence within team
- Mentor and enable Training & Development of team members

Operations & Project Management:

- Guiding and optimising operational processes and information towards functionality and efficiency
- Hands-on approach on projects and operational focus areas
- Assuring functionality and efficiency of key responsibilities towards customer satisfaction

Stakeholder Management:

- Proactively engage stakeholders to ensure that on site expectations are met; build and develop effective stakeholder relationships across multiple levels of the organisation
- Onsite key point of contact for Facilities

Procurement & Vendor Management:

- Ensure vendors are well-managed, delivering services on time and within budget



- Ensure vendor procurement processes comply with agreed client procurement guidelines as well as JET best practice

Contracts Management:

- Plan and manage all contracts (property, operations and insurance contracts) to ensure that they are professionally delivered at the right costs
- Ensure expiry of contracts are well-monitored and re-procurement is initiated if needed
- Ensure contracts are continually assessed to deliver best value

Finance Management / Cost and Spend Control / Profitability

- Actively work to ensure that the site's financial operations are meeting or exceeding targets and control requirements including the JET Code of Ethics
- Monitoring and reporting of budget spend
- Ensure financial processes are followed at all times
- Raising Purchase order requests and goods receipting of vendor invoicing
- Inspect spends, leveraging opportunities to benefit from savings and improvements on cost of service delivery without loss of output

Health & Safety Management

- Ensure the provision of a safe working environment
- Compliance with JET HSSE policies and procedures
- Ensure compliance with statutory regulations on fire, health and safety standards
- Recommend continuous quality improvement practices and implement Industry Best Practice operations
- Engaging in all HSSE meetings and trainings as required
- Implement building procedures and performance measures and ensure they are maintained at all times
- Review existing operations regularly to reduce costs and improve operational standards
- 24/7 emergency call support and site attendance is required (team approach)



Risk Management

- Ensure a property risk management program including audits is implemented and maintained
- Ensure disaster recovering and business continuity plans are implemented and maintained
- Acts as go-to person in relation to all facilities/project/fit out/crisis management activities on site ensuring timely solutions and identification and removal of potential roadblocks
- Ensure escalation procedures and incident reporting procedures are implemented and in place
- Assist in the development of guidelines and strategies to ensure compliance with JET business conduct
- Achieve KPIs and SLA

Can you deliver...

Are you ready to lead our Facilities team? Here's what we're looking for from our Senior Facilities Manager (m/w/d):

- Experience in leadership and management of a team.
- 5+ years of experience in facility management, real estate management, hard or soft services, hospitality or a related field.
- Fluent in German and English, with strong communication skills and the ability to actively listen.
- Ability to communicate difficult and complex issues clearly and concisely while thinking analytically and critically.
- Hands-on mentality in managing projects and operational tasks.
- Knowledge of health and safety requirements.
- Knowledge of quality management and KPI analysis.
- Knowledge of supplier management for specialised services, as well as budget management and financial analysis.

Here is our offer

Like a delicious meal delivered on time, your skills and our offer belong together:



JUST EAT Takeaway.com

- A permanent employment contract
- A monthly travel allowance and Lieferando Pay credit of 90€ per month to have delicious food delivered to your workplace
- A model for company pension schemes with an employer contribution of 20%
- The opportunity to be part of a diverse and inclusive team
- Further training opportunities with LinkedIn Learning and online English courses
- A brand new and energy-efficient office in the heart of Berlin, near Schlesisches Tor and directly on the Spree
- Regular team events such as a ski trip, Christmas party, etc.

Diversity, Inclusion & Belonging.

No matter who you are, what you look like, who you love, or where you are from, you can find your place at Just Eat Takeaway.com. We're committed to creating an inclusive culture, encouraging diversity of people and thinking, in which all employees feel they truly belong and can bring their most colourful selves to work every day.

More about us

Want to know more about our company vision, culture or career growth opportunities? Have a look on our careers site.