

Schedule 2 - Job Description



1. Role:

Position: Chief Engineer

Job Description No.

Department: Engineering

Reporting to: General Manager Plantation Island Resort

Summary:

As the Chief Engineer, Plantation Island Resort, you will lead the Engineering and Maintenance team to ensure all Plantation Island resort infrastructure, land-based and marine, along with utilities, facilities, and landscaping are safe, efficient, compliant, and well-presented. You will oversee preventive maintenance, capital projects, cost control, and sustainability initiatives, while driving guest satisfaction, safety programs, long and short-term planning to protect resort assets, guests, and team members.

2. Responsibilities:

Principle Responsibilities:

- **Lead and inspire the Engineering team** in all aspects of maintenance, repair, and upgrade of resort infrastructure, facilities, utilities, and grounds, including land-based and maritime assets, while fostering a culture of respect, teamwork, empowerment, and customer-focused, values-driven performance.
- **Oversee maintenance operations and workmanship standards** by ensuring all tasks are completed to benchmarked quality, within required timeframes, and with a focus on zero-return jobs and high guest satisfaction.
- **Lead the management of utilities and preventive maintenance programs** for power generation, water, desalination, wastewater, other essential systems, and Watersports equipment, including accurate monitoring, regular reporting of consumption, and proper calibration of all instruments to ensure safe, reliable, and efficient operations.
- **Supervise the Grounds and Landscaping teams** to maintain gardens, paths, roads, seashore, and trees in a clean, safe, and attractive condition while meeting environmental and health and safety standards.
- **Provide timely responses to guest-related maintenance requests** ensuring minimal disruption and maintaining high guest satisfaction.
- **Maintain accurate records and reporting systems** for maintenance activities, utilities, inspections, compliance documentation, engineering logbooks, and vehicle maintenance programs, ensuring timely tracking and follow-up of issues or trends.
- **Prepare and present detailed reports** on departmental activities, projects, and performance to management and the board on a weekly, monthly, and as-required basis.
- **Plan, implement, and manage projects** such as renovations, expansions, capital improvements, and landscaping initiatives, ensuring they are delivered on time, on budget, and to the required quality standards.
- **Set and deliver strategic plans** in collaboration with the General Manager and Group Director of Engineering for resort development, expansion, and maintenance, including master planning and long-term infrastructure goals.
- **Lead sustainability initiatives** including energy and water conservation and waste reduction.
- **Develop skills and capabilities** through structured training, mentoring, induction programs, on-the-job learning, succession planning, and participation in internal and industry programs (including

apprenticeships) to build future talent and improve technical, business, and financial acumen.

- **Recruit, guide, and manage performance** by setting clear roles and objectives, providing timely feedback and communication, conducting regular reviews, ensuring adherence to company rules and standards, and addressing issues in line with company policies and values.
- **Model ethical leadership** by being visible, celebrating success, embedding company values, empowering decision-making, ensuring compliance with processes, and proactively resolving challenges across departments.
- **Engage proactively with guests** by seeking feedback, personally welcoming VIPs and returning guests, and resolving complaints through positive, solutions-focused negotiation to enhance satisfaction and minimize negative impacts.
- **Contribute to the planning and operations of both resorts** by supporting the development of strategies, objectives, and resource plans with the General Managers and Group Director of Engineering, and by monitoring progress against the company's Vision, Mission, and Values.
- **Participate in joint decision-making** and take on reasonable **additional responsibilities and projects** as directed by the General Manager and Group Director of Engineering.

Profit and Loss:

- **Prepare, monitor, and manage departmental budgets** including CAPEX and operating costs.
- **Ensure effective CAPEX spending** within approved budgets.
- **Control project costs** by maintaining strict oversight of budgets and implementing corrective actions as required.
- **Identify and implement cost-saving measures** across energy, water, fuel, materials, and waste.
- **Review and manage supplier and contractor agreements** to ensure value for money and compliance.
- **Participate in monthly financial review meetings** and report on departmental performance.
- **Review project reports and expenditure** and provide progress and financial updates to the General Manager, Group Director of Engineering, CEO, and Board.

Compliance, Health and Safety:

- **Lead safety, compliance, and risk management programs** by maintaining up-to-date knowledge of statutory requirements and ensuring adherence to national codes, workplace safety standards, and environmental regulations across the Engineering team.
- **Conduct regular inspections, risk assessments, and incident investigations** to identify hazards, ensure corrective actions are taken promptly, and maintain safe facilities, equipment, and workspaces.
- **Develop and maintain departmental SOPs, manuals, and quality assurance measures** to standardize processes, ensure compliance, and deliver consistent service standards.
- **Ensure team compliance with OHS practices and safe work standards** including correct use of PPE, supplied uniforms, and equipment/tools to minimize accidents and risks, and that hazardous work is undertaken in line with safety regulations.
- **Prepare, implement, and maintain safety documentation and emergency response plans** (i.e. fire, flooding, utility failure) including drills, training, and guiding the department's response during emergencies.
- **Monitor and audit compliance performance** through regular inspections and secure record-keeping of all health, safety, and compliance documentation, promptly addressing breaches and maintaining accurate incident and training records.
- **Promote a safe, healthy, and environmentally responsible workplace** by fostering a safety-first culture and implementing initiatives to minimize waste and reduce environmental impact.

3. Key Performance Indicators:

- Priority Area 1: Be Resilient and Adaptable
- Priority Area 2: Ensure Sustainability
- Priority Area 3: Build Brand Equity
- Priority Area 4: Enhance Guest Experience
- Priority Area 5: Develop and Value Our People
- Priority Area 6: Improve Operational Frameworks
- Priority Area 7: Ensure Compliance

4. Experience:

Essential Criteria

- At least 5 years' senior leadership experience managing a large resort or hotel engineering team, including responsibility for maintenance, grounds, powerhouse operations, utilities, and facilities.
- Proven track record in maintaining and managing utilities and infrastructure such as HVAC, desalination, electrical, plumbing, BMS, fire safety, and backup power systems.
- Experience in implementing preventive and predictive maintenance systems.
- Thorough knowledge of building and industry codes with demonstrated familiarity with health, safety, environmental and regulatory compliance requirements in facilities/utilities operations.
- Previous Pacific island or other remote tropical resort experience.
- Proven ability to lead multidisciplinary teams and ensure 24/7 operational and emergency coverage.
- Strong background in cost management, budgeting, and financial performance of engineering operations.
- Quick, resourceful decision-maker with a can-do attitude and a keen eye for detail and innovation.

Desirable Criteria

- Demonstrated ability to oversee capital projects, renovations, and expansions from planning to completion.
- Demonstrated understanding of environmental sustainability as it relates to Engineering.
- Exposure to sustainable engineering solutions, including renewable energy and resource efficiency projects.
- Good grasp of new technologies and methods in engineering and facilities management.
- Experience collaborating with external contractors, consultants, and government agencies for engineering and infrastructure projects.
- Knowledge of hospitality service standards and integration of engineering support with guest experience priorities.

5. Qualifications:

Essential

- Degree in Engineering, Project Management, or a related technical field.
- Advanced knowledge of building services, plant operations, utilities systems, and engineering management principles.
- Proficiency in Windows 365 (Outlook, MS Office) and relevant project management and building software systems.
- Unwavering commitment to business ethics, demonstrating the highest levels of integrity.

Desirable

- Certification in Project Management, Occupational Health and Safety, Risk Management, or Environmental Management.
- Trade qualifications or technical certifications that complement formal engineering education.
- Leadership or management training certifications (e.g., Six Sigma, Lean)

6. Core Competencies:

<i>Business awareness</i>	<ul style="list-style-type: none"> • Accountability – Be responsible, reliable and take ownership of your actions • Demonstrates understanding of context within which the Company operates • Adopts best practice standards, keeps abreast of industry standards • Generates innovative and creative ideas to address operational challenges and improve service delivery
<i>Relationship Management</i>	<ul style="list-style-type: none"> • Teamwork – Be supportive, cooperative and inclusive • Build and maintain strong, professional internal and external relationships • Approachable and supportive, providing guidance where necessary regarding regulations, compliance or operational matters

	<ul style="list-style-type: none"> • Manages multiple projects or responsibilities simultaneously, effectively balancing expectations of colleagues and stakeholders • Respect and promote inclusion and diversity
<i>Communication</i>	<ul style="list-style-type: none"> • Respect – Be humble, take pride and value others • Communicates clearly and concisely, adapting style to the audience • Manages difficult situations with a professional attitude and objective approach • Effective and tactful when influencing business colleagues and Team members • Engages confidently with senior leadership, challenges ideas constructively, and influences decision-making at the highest levels
<i>Planning & Execution</i>	<ul style="list-style-type: none"> • Effectively forecasts, plans, and prioritizes tasks by recognizing dependencies and critical deadlines, allocating time and resources to meet business objectives. • Plans and coordinates strategic activities aligned with organizational priorities, ensuring relevance and timely execution. • Anticipates and identifies risks promptly, proposing practical solutions to manage or mitigate potential impacts. • Balances immediate demands with long-term objectives, maintaining focus and adaptability in dynamic environments. • Develops, implements, and maintains structured processes or standard operating procedures to promote consistency, efficiency, and quality. • Coordinates complex projects or events, ensuring delivery within scope, timeframes, and required standards
<i>Results & quality focus</i>	<ul style="list-style-type: none"> • Commitment – Be the best you can be • Identifies and recommends improvements to processes or introduces new ways of working to enhance efficiency, effectiveness, and productivity • Integrity – Be honest, sincere and have strong moral principles with absolute confidentiality in all actions and dealings • Sets clear goals, monitors progress, ensuring outcome delivery within agreed timeframes and standards • Maintains high attention to detail and accuracy, ensuring work meets or exceeds required quality benchmarks • Promotes a culture of continuous improvement, encouraging feedback, learning, and refinement

This Job Description sets out the main duties of the post at the date when it was drawn up. Duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence, and all Raffe Hotels & Resorts employees are expected to be flexible in undertaking the duties and responsibilities attached to their role, and may be asked to perform other duties, which reasonably correspond to the general character of their role and level of responsibility.

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.

[Signature]

[Name]

Chief Engineer, Plantation Island Resort

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