

Schedule 2 – Job Description



1. Role:

Position: Group Director of Engineering

Job Description No.

Department: Engineering

Reporting to: Chief Executive Officer

Summary:

The Group Director of Engineering provides strategic leadership and technical direction for Engineering across the Group's three properties, establishing standards, governance frameworks, and performance expectations that ensure safe, reliable, and compliant operation of all facilities, plant, infrastructure, and grounds.

The role oversees engineering performance, capital planning and approval, project governance, financial discipline, and lifecycle optimisation to protect asset value while supporting operational effectiveness and guest satisfaction. Acting as the senior technical authority, the position strengthens safety and emergency preparedness programs, ensures compliance with national codes and regulations, and drives continuous improvement in cost control, utilities performance, and maintenance standards.

Through oversight of Chief Engineers and Engineering Managers, the role ensures engineering functions operate efficiently, projects are delivered effectively, risks are actively managed, and the Group's physical assets are maintained to protect guests, employees, stakeholders, and long-term business continuity.

2. Responsibilities:

Principle Responsibilities:

Technical:

- Develop and implement the Group-wide engineering strategy aligned to business objectives and long-term asset lifecycle planning.
- Establish forward-looking maintenance and capital investment strategies aligned to 5–10 year asset lifecycle requirements.
- Provide strategic oversight of asset condition assessments and long-term asset renewal planning across all properties.
- Establish and govern engineering standards, policies, SOPs and operating frameworks across all properties.
- Oversee portfolio-wide engineering risk management, including identification and mitigation of operational, infrastructure and lifecycle risks.
- Oversee and support the technical delivery of major CAPEX and infrastructure projects.
- Ensure CAPEX projects are delivered within approved scope, budget and timeline.
- Drive the implementation of Group-wide Planned Preventative Maintenance (PPM) programs.
- Monitor and optimise lifecycle performance of plant, equipment, infrastructure, facilities and grounds.
- Provide senior technical leadership and specialist guidance to property Engineering Managers.
- Stay abreast of emerging engineering technologies and industry best practice and apply them where appropriate.
- Drive continuous improvement across engineering systems, processes and performance standards.

Leadership/Team:

- Lead and inspire the Engineering team across all properties, fostering mutual respect, trust, motivation,

cooperation and teamwork.

- Lead by example in demonstrating company values and embedding them into daily operations.
- Mentor Chief Engineers and Engineering Managers to strengthen leadership capability, technical expertise and business acumen.
- Maintain and develop Engineering team capability to improve service responsiveness and minimise maintenance-related disruptions.
- Oversee and support training and development initiatives in conjunction with the Group Manager OD & Learning.
- Ensure effective succession planning to mitigate skills gaps and support business continuity.
- Oversee recruitment of Engineering positions, maintaining awareness of local talent markets and industry engagement.
- Complete probationary and annual performance reviews in a timely manner.
- Counsel and manage performance or conduct matters in accordance with company policy, escalating where required.
- Monitor workplace culture and address issues promptly in accordance with company policy.
- Recognise and celebrate individual and team achievements.
- Lead communication within the Engineering function and foster effective inter-departmental collaboration.
- Empower team members to make decisions within their scope of authority.
- Ensure departmental induction and on-the-job training plans are implemented and consistently applied.
- Ensure new processes and procedures are documented, communicated and embedded within the Engineering teams.

Operational & Business Support:

- Contribute to the development and monitoring of resort strategies, objectives and performance outcomes aligned to the company's Vision, Mission and Values.
- Participate in collective advice and decision-making relating to operational plans and resource allocation.
- Provide executive-level reporting to senior leadership and ownership stakeholders on asset condition, engineering performance, capital requirements and risk exposure.
- Present capital investment proposals and engineering performance updates to Executive and Board-level forums as required.
- Foster effective collaboration and communication with Operations, Finance, Human Resources and other departments to support smooth resort operations.
- Identify resource constraints or operational risks and implement solutions to minimise service disruption.
- Review guest feedback trends relating to facilities and support development of corrective action plans.
- Develop and implement departmental work programs, systems and processes that support operational efficiency and service delivery.
- Develop systems and procedures that protect company resources and assets.

Profit and Loss:

- Exercise delegated financial and capital approval authority within established limits.
- Ensure robust governance controls are applied to engineering expenditure, contracts and capital projects across the Group.
- Develop and manage the Engineering budget across the Group.
- Participate in and contribute to monthly P&L review meetings.
- Monitor and control POM operating expenses against approved budgets and forecasts.
- Monitor and optimise labour costs in collaboration with property engineering leaders.

- Implement corrective actions to address financial variances.
- Drive cost efficiency initiatives to reduce expenditure and waste.
- Review and manage supplier and contractor agreements to ensure quality and value for money.

Compliance, Health and Safety:

- Maintain and apply knowledge of all statutory and legislative requirements relevant to Engineering operations across the Group.
- Ensure compliance with fire, health and safety, hygiene, environmental, chemical and employment legislation across all properties.
- Conduct and oversee regular compliance audits and ensure timely corrective action is implemented.
- Maintain and safeguard compliance documentation and statutory records.
- Ensure robust reporting, investigation and documentation of workplace incidents, accidents and near misses.
- Investigate and escalate serious breaches of legislative or company requirements to senior management as appropriate.
- Lead departmental response during emergency situations and evacuation procedures.
- Foster and lead a proactive health and safety culture across engineering teams.
- Promote continuous improvement in safety standards, risk mitigation and environmental management practices.

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

In addition, the following Engineering-specific KPIs apply:

- Energy costs and utilities performance across the Group
- Variance of POM operating expenses against approved POM budget
- Guest feedback results relating to rooms and facilities
- Delivery of CAPEX projects within approved budgets and timelines
- Effectiveness and completion rates of preventative and scheduled maintenance programs across all properties
- Number of OHS workplace accidents within the Engineering department and associated lost time

4. Experience:

Essential Criteria

- Minimum 5 years' senior leadership experience within a large resort, hotel or complex facilities environment, including oversight of Maintenance, Grounds, Powerhouse and major infrastructure assets.
- Demonstrated experience overseeing engineering functions across multiple properties or complex operational environments.
- Proven experience developing and implementing engineering strategy aligned to long-term asset lifecycle planning.
- Demonstrated experience managing capital expenditure programs, infrastructure projects and long-term asset renewal planning.
- Strong financial management experience, including budgeting, POM cost control and P&L accountability.
- Experience establishing engineering standards, policies

Desirable Criteria

- Experience reporting to Executive or Board-level stakeholders.
- Experience in sustainability initiatives including energy optimisation and utilities performance management.
- Experience in vendor governance, contract negotiation and portfolio-level supplier management.
- Experience operating in pacific, island or geographically dispersed environments.
- Experience in crisis management and business continuity planning.

<p>and governance frameworks.</p> <ul style="list-style-type: none"> • Demonstrated experience managing statutory compliance, audit processes and engineering risk. • Demonstrated thorough knowledge of relevant building codes, statutory and industry regulations. • Demonstrated understanding of asset lifecycle management principles and sustainability practices. • Demonstrated awareness and application of emerging engineering technologies and industry best practice. • Experience mentoring and developing senior engineering leaders (e.g., Chief Engineers / Engineering Managers). • Strong analytical, problem-solving and decision-making capability. • Excellent communication skills with the ability to influence at operational and executive levels. • Proficiency in Microsoft Office and relevant project management, maintenance management and building systems software. 	
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5. Qualifications:	
<p>Essential Criteria</p> <ul style="list-style-type: none"> • Degree in Engineering, Project Management or a related Field. 	<p>Desirable Criteria</p> <ul style="list-style-type: none"> • Postgraduate qualification in Engineering Management, Asset Management, Facilities Management, Business Administration or related field. • Professional engineering registration or chartered status (where applicable). • Recognised Health & Safety certification (e.g., NEBOSH, IOSH or equivalent). • Formal training or certification in risk management, governance or asset management.

6. Core Competencies:	
<p><i>Business Awareness</i></p>	<ul style="list-style-type: none"> • Demonstrates strong understanding of the company's operating environment, asset portfolio, infrastructure risks, commercial drivers, and industry dynamics, using this insight to inform strategic engineering, capital and asset lifecycle decisions. • Takes accountability for asset performance, financial outcomes, regulatory compliance and risk exposure, applying sound commercial and technical judgement. • Identifies and drives opportunities to enhance asset reliability, operational resilience, sustainability performance and long-term value creation through best-practice engineering and maintenance strategies. • Understands the balance between short-term operational demands and long-term asset integrity, ensuring decisions protect business continuity and brand reputation.
<p><i>Relationship Management</i></p>	<ul style="list-style-type: none"> • Builds and sustains strong, professional internal and external relationships, including with Executives, General Managers, Engineering leaders, contractors and key stakeholders, fostering collaboration and shared accountability. • Acts as the senior technical authority for the Group, providing credible guidance on infrastructure, compliance, capital investment and engineering risk matters. • Provides visible and trusted leadership that sets direction, builds confidence and reinforces accountability across properties. • Leads and develops high-performing engineering teams, ensuring capability, succession readiness, engagement and alignment with current and future business needs.

	<ul style="list-style-type: none"> Manages complex and competing priorities effectively, balancing stakeholder expectations while promoting inclusion, diversity and respectful workplace practices.
<i>Communication</i>	<ul style="list-style-type: none"> Communicates with clarity, confidence, and authority, adapting style and messaging to suit Board, senior leadership and operational audiences Engages confidently with senior leadership, constructively challenging ideas and contributing to informed, high-quality decision-making Influences outcomes through effective, tactful, and credible communication, balancing advocacy with collaboration Manages complex, sensitive, or high-risk situations with professionalism, discretion, and emotional intelligence Maintains objectivity and composure in difficult conversations, ensuring issues are addressed respectfully and effectively
<i>Planning & Execution</i>	<ul style="list-style-type: none"> Translates strategy into clear engineering priorities, asset management plans and governance frameworks that enable disciplined execution and delivery of Group objectives Plans and oversees complex capital and infrastructure initiatives, ensuring alignment with company priorities, appropriate resourcing, and delivery within agreed scope, budget and timeframes Anticipates risks, analyses complex issues, and makes timely, well-reasoned decisions in ambiguous or high-pressure environments Balances short-term operational demands with long-term strategic objectives, adapting approach as required to maintain momentum and focus Establishes and maintains structured processes, controls, and operating frameworks to promote consistency, efficiency, and quality across the business
<i>Results & Quality Focus</i>	<ul style="list-style-type: none"> Sets clear performance expectations, monitors outcomes, and ensures delivery against agreed objectives, standards, and timeframes Maintains high standards of quality, accuracy, and integrity across all areas of responsibility, reinforcing disciplined performance and accountability Identifies and drives improvements to processes and ways of working to enhance efficiency, effectiveness, and productivity Champions a culture of continuous improvement, innovation, and learning to strengthen engineering capability and long-term performance Ensures disciplined governance of capital expenditure, cost control and sustainability performance to protect asset value and stakeholder confidence.
<i>Company Values</i>	<ul style="list-style-type: none"> Integrity – Be honest, sincere and have strong moral principles with absolute confidentiality in all actions and dealings Accountability – Be responsible, reliable and take ownership of your actions Commitment – Be the best you can be Teamwork – Be supportive, cooperative and inclusive Respect – Be humble, take pride and value others

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]

Group Director of Engineering

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