



**TOBAGO REGIONAL HEALTH AUTHORITY  
HUMAN RESOURCES DEPARTMENT  
JOB DESCRIPTION**

<b>Job Title</b>	<b>General Manager, Engineering and Support Services</b>
<b>Department</b>	<b>Engineering and Support Services</b>
<b>Reports to</b>	<b>Chief Operating Officer</b>
<b>Head of Department</b>	<b>General Manager, Engineering and Support Services</b>
<b>Supervision Provided to</b>	<b>Manager, Civil Engineering and Maintenance Manager, Electrical Engineering/Air Condition Services Manager, Biomedical Engineering Services Manager, Mechanical Engineering and Support Services Maintenance and Inspection Officer Executive Administrative Assistant</b>

**JOB SUMMARY**

The General Manager of Engineering and Support Services provides strategic leadership and overall management of all engineering, maintenance, and support services within the Tobago Regional Health Authority. This role ensures the safe, efficient, compliant and sustainable operations of healthcare facilities and infrastructure to support the Authority’s mandate to deliver high-quality patient care and drive innovation, compliance with regulatory standards, for the effective management of resources, infrastructure, and multidisciplinary engineering teams to support the delivery of high-quality patient care.

**PRIMARY DUTIES & RESPONSIBILITIES**

<b>Category</b>	<b>Duties &amp; Responsibility</b>
<b>Strategic</b>	<p>Oversees strategic initiatives of the department:</p> <ul style="list-style-type: none"> <li>• Develops the long-term engineering, maintenance, and facilities management strategies aligned with TRHA’s mission, vision, and strategic objectives.</li> <li>• Oversees capital maintenance, refurbishment, and infrastructure modernization initiatives.</li> <li>• Drives innovation, sustainability, and energy-efficiency initiatives within facility operations.</li> <li>• Contributes to the development of TRHA’s Strategic and Operational Plan.</li> <li>• Monitors advancements in healthcare engineering, regulatory requirements, and sustainability initiatives to inform strategic decisions.</li> <li>• Collaborates with Executive Management to prioritize infrastructure investments, renovations, and maintenance upgrades.</li> </ul>

<b>Operational</b>	<p>Oversees and directs the activities of the department:</p> <ul style="list-style-type: none"> <li>• Oversee the day-to-day operations of all engineering and support services departments, including preventive maintenance, corrective repairs, utilities, plant operations, and facilities services.</li> <li>• Ensures continuous availability, safety, and functionality of healthcare facilities and engineering systems.</li> <li>• Provides technical leadership and guidance for building construction, renovation, and maintenance projects.</li> <li>• Implements best practices for energy management and sustainability to optimize resources and reduce operational costs.</li> <li>• Establishes targets for projects by conducting planning and review meetings with staff to identify deliverables and implement work plans to meet the strategic objectives of the department.</li> <li>• Oversees project inspections to assess and monitor productivity and compliance with engineering standards or other regulations.</li> <li>• Ensures all building systems (HVAC, electrical, plumbing, medical gas, etc.) operate reliably and efficiently.</li> </ul>
<b>Fiscal</b>	<p>Oversees departmental expenditures:</p> <ul style="list-style-type: none"> <li>• Develops and manages the departmental budget and ensures expenditures align with organizational goals and financial constraints.</li> <li>• Oversees the budgetary requirements of the maintenance works under remit.</li> <li>• Reviews project reports for the development of cost and expenditure statements and requests documents from staff to ensure allocated funds are used according to contract agreement.</li> <li>• Oversees the utilization of equipment, material and labor assigned to the districts by performing cost-benefit analyses to assess cost-effective methods/practices for projects.</li> <li>• Ensures proper record keeping (e.g., purchase of raw materials, tools and equipment) is done in all projects and departments.</li> <li>• Monitors spending on all initiatives, projects and partnerships to prevent overruns and identifies cost-saving opportunities.</li> <li>• Participates in strategic financial planning for potential business development and partnership opportunities</li> </ul>
<b>People</b>	<p>Manages and supervises staff:</p> <ul style="list-style-type: none"> <li>• Leads, mentors, and develops senior managers and multidisciplinary teams across procurement, supply chain, and technology.</li> <li>• Promotes a performance-driven, collaborative, and accountable culture aligned with the Authority’s values.</li> <li>• Builds leadership capacity and succession planning within critical operational and technical functions.</li> <li>• Provides coaching and mentoring to staff by offering feedback, advice and guidance to help employees develop</li> <li>• Ensures employees adhere to established policies, procedures, rules and regulations</li> </ul>

<b>People</b>	<ul style="list-style-type: none"> <li>• Recommends training and developmental needs for staff by reviewing previous training participation and by monitoring the execution of duties to identify areas of improvement</li> <li>• Facilitates the execution of work by requesting resources for staff</li> <li>• Manages availability of staff by reviewing and authorizing applications for leave</li> <li>• Conducts performance appraisals by assessing staff performance and expected outputs in accordance with established guidelines and procedures</li> </ul> <p>Liaises with internal and external stakeholders:</p> <ul style="list-style-type: none"> <li>• Builds and maintains relationships with internal stakeholders to support delivery of initiatives and gather feedback</li> <li>• Collaborates with external stakeholders to provide advice, collaboration and support on matters</li> </ul>
<b>Reporting &amp; Compliance</b>	<p>Prepares and communicates strategic reports:</p> <ul style="list-style-type: none"> <li>• Provides executive level reporting to the Chief Executive Officer, Senior Leadership, and Board as required.</li> <li>• Prepares reports for ad hoc requests on matters related to projects and initiatives to internal/external stakeholders</li> <li>• Provides performance reports on facilities condition, project progress, asset management, and regulatory compliance.</li> </ul>

## QUALIFICATIONS & EXPERIENCE

- Master’s Degree in Civil Engineering or a related field, or equivalent combination of experience and training.
- At least ten (10) years of experience in civil engineering, construction management, or facility management, including at least five years (5) years in a senior management role.
- Experience working in a public sector environment would be an asset.

## KNOWLEDGE, SKILLS & ABILITIES

- Extensive knowledge of construction methods, building systems (HVAC, electrical, plumbing, medical gas), and healthcare facility engineering management.
- Extensive knowledge of modern construction methods, technologies, techniques and materials.
- Extensive experience in hospital or healthcare facility engineering management.
- Specialist knowledge of corporate communications, public relations, media relations, and brand management
- Strong leadership, people-management, and strategic planning skills
- Strong ability to build and maintain effective relationships with internal and external stakeholders
- Specialist oral and written communication skills
- Specialist report writing skills
- Specialist skills in the use of computer software such as Microsoft Office Suite (Word, Excel, Outlook, PowerPoint), OneDrive, and SharePoint
- Specialist skills in Computer Aided Design Software (E.g., AutoCAD, Civil 3D)

- Specialist supervisory skills
- Specialist interpersonal skills
- Specialist coaching/mentoring skills
- Specialist skills in leading and motivating people
- High level of integrity, attention to detail, and confidentiality

## SUPERVISORY RESPONSIBILITIES

<b>Directly</b>	<b>Indirectly</b>
<ul style="list-style-type: none"> <li>• Manager, Civil Engineering and Maintenance</li> <li>• Manager, Electrical Engineering/Air Condition Services</li> <li>• Manager, Biomedical Engineering Services</li> <li>• Manager, Mechanical Engineering and Support Services</li> <li>• Maintenance and Inspection Officer</li> <li>• Executive Administrative Assistant</li> </ul>	<p>All staff members within the Engineering and Support Services Department</p>

## KEY RELATIONSHIPS & CONTACTS

<b>Internal</b>	<b>External</b>
<p>Chief Operating Officer</p> <ul style="list-style-type: none"> <li>• To obtain feedback and guidance on matters</li> <li>• To receive instructions, directives and tasks</li> </ul> <p>Direct Reports</p> <ul style="list-style-type: none"> <li>• To assign tasks and duties</li> <li>• To provide guidance and advice in the execution of duties and responsibilities</li> </ul> <p>Department Heads</p> <ul style="list-style-type: none"> <li>• To obtain information and feedback</li> <li>• To collaborate and inform on project activities</li> </ul> <p>Finance and Accounting</p> <ul style="list-style-type: none"> <li>• To obtain information on the status of departmental, initiative, project and other expenditures</li> </ul>	<p>Tobago House of Assembly, Division of Health &amp; Wellness, Other Regional Health Authorities, Government Entities</p> <ul style="list-style-type: none"> <li>• To provide technical advice and guidance on projects.</li> <li>• To request information as required.</li> </ul> <p>Contractors, Vendors, Regulatory Authorities, Utility Providers, Professional Engineering Bodies</p> <ul style="list-style-type: none"> <li>• To obtain information on services and supplies.</li> <li>• To request and provide information relating to projects.</li> </ul>

## KEY OUTPUTS & ACCOUNTABILITY

Accountable to	Output	Frequency
<b>Chief Executive Officer</b>	<ul style="list-style-type: none"> <li>Provides monthly reports on department capital maintenance, refurbishment, and infrastructure modernization initiatives.</li> </ul>	Monthly
	<ul style="list-style-type: none"> <li>Maintains the engineering and facilities management strategic plan</li> <li>Provides input into the creation of the strategic and operational plan</li> </ul>	Annually
	<ul style="list-style-type: none"> <li>Submits reports and memos on official matters</li> <li>Provides information on staff and other matters</li> </ul>	Ad Hoc/ As Needed

## WORKING CONDITIONS

Condition	Description
<b>Environmental</b>	Work is typically performed in a normal work environment with regular exposure to equipment and construction environments.
<b>Physical &amp; Travelling</b>	<ul style="list-style-type: none"> <li>Regularly works at a computer for extended period of time in a seated position</li> <li>Regularly exposed to rays from computer monitors that may lead to eye strain</li> <li>May require local, regional and international travel and attendance at public or official events</li> </ul>
<b>Mental &amp; Stress</b>	<ul style="list-style-type: none"> <li>Regularly concentrates for long hours in front of a computer screen</li> <li>Regularly manages tight deadlines brought about by project demands</li> <li>Regularly coordinates and performs simultaneous activities</li> <li>Regularly interrupted during activities (e.g. phone calls, meetings, etc.)</li> </ul>
<b>Special Requirements</b>	<ul style="list-style-type: none"> <li>Occasionally required to work overtime, public holidays, and weekends during critical operational and administrative matters</li> <li>Completion of a yearly medical examination to determine fitness for duty, including drug testing as deemed appropriate</li> </ul>