OVERVIEW OF CTG GLOBAL

CTG Global is a Personnel Management Service Company specialised in Recruitment, Management Consultancy, and Human Resources in countries experiencing or emerging from armed conflict, natural disasters, or acute social and economic crisis worldwide. CTG Global provides tailored personnel management support enabling a growing number of public and private sector agencies and individuals to achieve their objectives in complex and challenging environments. CTG Global clients currently comprise UN agencies, non-government organizations (NGOs), and different corporate organisations such as security companies.

OVERVIEW OF THE POSITION

- The General Manager for the client will oversee all aspects of the business operations at the location, which include Marine Services and Cargo Services (freight forwarding, packing & removal & logistics), Liner services, Surveyors and Loss Adjustors along with all other departments structured in the location.
- The primary purpose of this role is to be a direct representative capable of making sound decisions on behalf of the client and its principals for the location by demonstrating exceptional commercial, administrative, public relations and technical expertise necessary to render quality services to all the customers across the business streams within the geographical location and also through optimal utilization of assets for increased profitability. The activities of the job holder will be geared towards maximizing productivity and increasing revenue generation through maintenance of existing accounts and converting new enquiries to additional business.
- The job holder provides direction and leadership to the client team ensuring that financial and operational performance is constantly improved upon in line with clients Global strategies.
- The job holder will also make suggestions/recommendations that could enhance or streamline operations, will suggest new shipping-related activities for business growth, and will cooperate with the Regional HR function in the implantation of initiatives that would serve in motivating and developing the workforce.

KEY RESPONSIBILITIES

Strategic Planning

- Working with VP Operations Africa in defining the vision, strategy and direction for the client to achieve its strategic objectives and to formulate functional plans, communicating the strategic plan to teams and allocating resources and educating resources in order to win new contracts (new business) for the purpose of enhancing business opportunities for the location to include other areas such as Logistics.

Organizational Leadership

- Directing, delegating and making decisions on allocating the resources of the client whose outcome becomes a plan to formulate functional and divisional plans, including technology, marketing, etc., in order to situate concretely where the organization wants to be in the future – particularly in terms of diversifying and broadening its market capacity.
• Building commitment and maximizing team performance by providing direction, support and leadership for the client staff on location. Inspiring them to achieve high standards of performance. Leadership must be exercised in a responsible manner and not in a manner contrary to company purpose. Sets a good example for others to follow and ensures that the teams are aware of the company’s vision, mission, goals, company strategy, culture, climate, company policies and treating team members fairly and equitably.

• Providing approval and recommendation for any recruitment and selection activities for the Division before sending it across to the Regional Management for necessary approvals. Responsible for strengthening, developing and training Managers in order to ensure qualifications are met and aligned with the Regional initiatives.

Business Development

• Endeavoring the expansion of the scope of the business by sustaining existing relationships and maintaining contacts with key personnel in business community.

• Identifying new business opportunities, negotiating competitive terms, and securing agreements with potential clients in order to increase revenue generation and productivity. Devise strategies and plans to focus efforts and allocate resources appropriately, leading to increased revenues and profitability.

• Performing competition analysis and commercial analysis thru presentation of market and geography research combining internal data with external sources in line with the strategic initiatives of the Region so as to position the Company competitively and establish means of sustaining market leadership.

Operational Excellence

• Monitoring and providing direction and guidance – on both micro and macro levels – (a) Marine Services-the day-to-day vessel operations in port locations; interacting with principals, ship masters and ports in achieving a quick dispatch of vessel on a regular basis in order to ensure smooth and operational excellence (OE) of the client diversified business through maximum and effective utilization of assets and convert them into increased earnings.(b) Cargo Services- Identify and set guidelines to handle problem areas, effective management of resources, ensure service delivery targets are met and reduce cost and maintain at acceptable level.

• Monitoring and assessing uniformity and responsiveness of service delivery in the AOR in order to align operational activities with the customer requirements.

Customer Relationship Management

• Communicating with clients regularly and promptly to advise them of the status of the activities and making our services available 24/7 in order to ensure that they are well-informed and that their queries and concerns are channelled appropriately.

• Managing customer feedbacks and complaints in a courteous, efficient and most professional manner in order to ensure that conflicts do not escalate, and that trust and confidence of the clients will be retained long-term.

• Meeting or exceeding customers’ expectations by constantly ensuring that service standards are always excellent in order to achieve the level of customer satisfaction that the Stream desires.

• Addressing grievances and resolving them thru the appropriate channel and forum and hence, meeting what is stipulated in the contracts and achieving customer loyalty.

Preparation and Submission of Reports

• Providing input into annual and monthly business reports, competition analysis, regional port information and contact list in order to update progress and development of the Division to the RSVP- MIDDLE EAST & INDIA.

Quality Assurance Management

• Works in close liaison with the Regional Manager for QA & Health, Safety, Security and Environment (HSSE) by conducting periodically operational quality audits in order to achieve 100% ISO compliance.

• Managing the implementation of Regional QA objectives and procedures in order to ensure QMS standards and best practices are successfully adhered to in the Region in order to achieve near-zero tolerance on services and ensuring customer complaints are redressed in time.

• Coordinating concerned departments with the periodical audit conducted internally and externally in order to achieve due diligence to the required standards and processes for ISS Location Name.
Financial Control
- Ascertaining the financial aspect of the business is smoothly running in place and competently managed by evaluating timeliness of client’s payment and internal treasury management is proportionate in order to maintain a competitive financial standing for the Division. Evaluating the financial aspects of the business and ensuring that debt is closely monitored and managed in accordance with ISS business policies and procedures for debt control.

Communications and Conflict Resolution
- Carrying out Clientues relating to internal and external principals and providing suitable recommendations to achieve an agreeable end, considering conflict/variable areas (e.g. changes in government regulations, tariff, etc.) by supporting the message to be conveyed through proof in order to substantiate claims.

Training and Development
- Strengthening teams across locations within the Region by conducting training programmes (which specifically include Regional HR Induction Programme and Corporate Compliance & Ethics Policy) that will equip employees with the required knowledge, skills and awareness of the business in order to achieve a high level of service standards and consistency in the delivery of services.

Management of Risk
- The employee will ensure the fair treatment of our customers is at the heart of everything we do, both personally and as an organization. This will be achieved by consistently displaying behaviours required to support the ISS Mission Statement and the principle set out in the ISS Code of Excellence. This will be achieved by ensuring all actions take account of the likelihood of operational risk occurring. Also by addressing any areas of concern in conjunction with line management and/or the appropriate department. The employee will also adhere to and be able to demonstrate adherence to internal controls. This will be achieved by adherence to all relevant procedures, keeping appropriate records, and where appropriate, by the timely implementation of internal and external audit points, including issues raised by external regulators. The employee will implement the Group compliance policy by containing compliance risk in liaison with the VP Operations Africa as well as Executive SVP Corporate Compliance. The term ‘compliance’ embraces all relevant laws, rules, and codes with which the business has to comply. This will be achieved by adhering to all relevant processes/procedures and by liaising with Compliance department about new business initiatives at the earliest opportunity. Also and when applicable, by ensuring adequate resources are in place and training is provided, fostering a compliance culture and optimising relations with regulators.

Performance Measures
- Completion of business plans to an agreed timeline to a level that is acceptable for consideration at board level in agreement with the RSVP - MIDDLE EAST & INDIA.
- Optimal increase in revenue, corporate accounts and volume of jobs as constantly reflected in figures to achieve/exceed set budgets.
- Accurate monitoring and tracking of market trends; timely submission of research analysis reports. The strengthening of the client’s position in the market as the industry leader and key service provider.
- 100% strict implementation of operational policies and procedures.
- Higher percentage of positive feedback versus negative feedback from the clients.
- Timely submission of substantial content and value of annual and monthly reports.
- Ensuring 100% strict implementation of quality standards relevant to QMS through periodical QMS audits; achieving near-zero tolerance on services and ensuring customer complaints are redressed in time.
- Balanced and transparent financial standing of the client.
- 100% customer satisfaction.
- Contribution to human resources training to develop the manpower at the location in order to enhance the quality and productivity, to increase the awareness of the core business of ISS and ensure competitiveness of ISS’s talent in the industry.
ESSENTIAL EXPERIENCE

- Recognized university qualification preferred. Professional competency in handling Naval Port Operations and logistics operations.
- Minimum of ten (10) years of progressive experience in a naval environment or logistics industry; five (5) of which in a senior management role.
- Acquainted with skills in MS-Office (Word, Excel, Outlook and PowerPoint).
- Excellent public relation skills, business acumen, written and verbal communication skills.
- Sound business acumen and strong people management skills.

LANGUAGES

- Fluent and excellent writing skills in English

Interested candidates should submit their CV along with their application letter via e-mail to careers@ctgglobal.com with reference to “BHJOB2678_467” in the subject line. Short-listed candidates will be contacted for an interview.