

P&O Ports managed by P&O Maritime is a company with a 200 year history in shipping and ports. We specialize in managing small multi-purpose ports including container, bulk and general cargo terminals.

ABOUT THE ROLE:

The General Manager / Head of Business Unit is accountable to the Board of Directors & COO / Managing Director. The GM / Head of Business Unit is responsible for directing the Port/Terminal to ensure effective and profitable operations & growth, providing maximum profit and return on invested capital, formulation and execution of current and long term objectives, development and implementation of the port/terminal's basic organization, operating plans and policies and the establishment of controls for operating efficiency to manage the business in an efficient and effective manner.

To achieve profit, revenue, and operational objectives of the Company.

To create a safe work environment for all employees and external contracted personnel entering within the Terminal perimeter.

KEY ACCOUNTABILITIES:

EXTERNAL RELATIONS

The main responsibility of this role is to represent the Company to Industry & Government bodies and with the media, always in the best interest of the company

- Directs, plans, and coordinates the company's industry affairs
- Represents the company in business council activities and Governmental local organizations Liaisons with P&O Ports FZE in Dubai if there is requirement to interact with government affairs office and lobby local legislators on significant issues
- Actively involved in relationship building and positioning of the company in Local/Regional markets
- Coordinates civic and charity sponsorships and works closely with university business development departments
- Acts as a focal point for international delegations and dignitary visits and is actively involved in speaking engagements and executive level presentations
- This position is also externally focused and is dedicated to promoting and leveraging company resources to best posture the company in our industry

BUSINESS PLANNING AND MANAGEMENT

Maximise profitable growth of the Company by;

- Manage Company's public profile
- Establish marketing strategy for the business
- Lead contract negotiations for the business

- Co-ordinate value-added services, which add commercial benefits to clients and secure their Business
- Monitor the development and implementation of the business promotion plans
- Monitor market movement, industry trends, competitor position/strategy and the political & economic environment
- Ensure customers are kept informed and needs are met
- Discuss and analyse the customer current and future needs
- Determine policy to win customers from competitors
- Performance expectations
- Monitor Customer complaints with view of resolution.
- Prepare Annual Budget in line with Market Trends
- Full P&L Accountability

Ensure the efficient day-to-day operation of the terminal by meeting regularly with Management Team.

Focus areas are including but not limited to:

- Contractual performance under the lease/concession contract with Port Authority
- Claims management policy and procedure
- Strategy and implementation plan to apply quality service covering:
 - Standard operating procedures
 - ISO accreditation in the longer term
 - Customer service-driven management
 - Monitor effectiveness of labour allocation
 - Staff Management and Development
 - Implementation of industry best practices

To be considered for this position, the candidate must possess the following qualifications and experience:

Masters' degree or equivalent / Minimum 10 years' relevant industry experience preferably in port related activities in a senior management role / Advanced knowledge of the following languages: English, Arabic will be helpful / Incumbent requires strategic thinking and planning skills, developed over a number of years / Business and commercial acumen developed over a number of years involving contract and industrial negotiations / Leadership Skills / Customer Oriented approach / Preferably an African National.

The employment benefits package is reflective of the market and location. A competitive salary package commensurate with the successful applicant's skills and experience will be offered.

Applications to be submitted to: recruitment@poports.com