

National Manager - Risk Management

Job Title	National Manager		
Division	Quality and Risk Management Division		
Department	Risk Department		
Section	Risk Management		
Location		Direct Reports	Managers and Supervisors
Reports To	Director Quality and Risk Management	Version Number	1
External Relations		Guide Number	6952
Internal Relations		Job Code	

Basic Function

Maintaining safety and security across all company facilities encompassing the security of company personnel, brand, customers, shareholders, business operations; ensuring prevention of losses resulting from fraudulent activity or behaviors through the oversight and investigations. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

General

- Guide and motivate staff to manage their performance efficiently; monitor staff performance to ensure proper functioning.
- Oversee administrative procedures for staff such as attendance and leave, holidays, performance evaluation; provide report to the Director of the Department.
- Inform the staff to administer the directives and instructions issued by the Director of QRM and to make sure their application.
- Submit proposals and recommendations that contribute to the development of business department.
- Incidents Investigation
- Security staff reports
- Security staff training
- Detection rate
- Lost shipments
- Staff turnover in all regions
- GACA requirements
- Visit remote regions
- X-ray Training
- Project Management
- Compliance and Regulatory Adherence
- Vendor Management

- Dangerous Good
- CCTV Technicians and Maintenance

Planning

- Prepare contingency plans in the event of a fire and distributed to staff.
- Prepare audit schedules field visits to verify adherence to safety and security procedures

Training

- Conduct staff training on how to use x-ray apparatus, how to evacuate the building in the event of a fire, and how to deal with suspicious packages.
- Train security personnel according to security needs.
- Develop and present Security awareness training.

Safety and Security

- Prepare checklists on safety equipment.
- Conduct field visits to departments and branches of the company to verify adherence to safety and security procedures.
- Write the security breaches and alert departments and branches in violation of security procedures and guiding them and directing them to follow the ways and means to correct.
- Follow-up of departments and branches in violation of security procedures to ensure the application of proper procedures.
- Preparation and distribution of signs of security and safety equipment to departments and branches.
- Ensure there are paintings of security and safety equipment is possible to correct by making inspection visits.
- Provide oversight of the company's physical security programs.
- Educate operational team members regarding measures.
- Conduct security surveys and audits.
- Manage the Security programs.
- Implement and manage Security Awareness Programs.
- Conduct Security audits & surveys.
- Monitor and ensure field compliance with established cash controls, safety and physical security requirements and procedures.
- Work closely with GACA, Police, Civil Defense and Airport Security for any threats.

Investigations

- Receive accident cases of departments and branches
- Receive case files, which includes all related attachments and commence investigation.
- Contact customers to verify missing items and provide information regarding steps that should be followed.
- Track shipments and print reports.
- Inform staff in the region where the accident happened to search for missing.
- Investigate suspects according to case reports and documents that have been assembled.
- Close case after identification of the accused and the preparation of relevant reports; make recommendations and submit them to the concerned departments to take appropriate action.

- Receive stolen items and assess of cases to ensure integrity and verify damage.
- Contact customers regarding lost belongings; return belonging or compensation per company policy if unable to locate.

Reports

- Develop and provide Security reports.
- Prepare reports on irregularities in the security departments and branches.
- Prepare reports of investigations that have been Attach the recommendations and submit the relevant departments.

EHS

- Ensuring that all safety related equipment and systems, particularly fire fighting, alarm,, emergency lights and similar equipment are identified, listed and scheduled as part of the preventive maintenance program, and that they remain in safe & good operational condition at all times
- Coordinating with maintenance staff concerning occupational health & Safety, and environmental management
- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits
- Overseeing and monitoring all the work activities in order to make sure that work and job related hazards are identified and the work is being performed safely, following the OHS system / rules, and considering the environmental management principles
- Coordinating with the Maintenance Engineer / contractor regarding the execution of the preventive/corrective maintenance activities
- Actively participates in the development and implementation of EHS objectives & programs, and lead EHS audits / inspections. Take a major role in incident reporting & investigation
- Participates in the emergency response plan, development, and in conducting emergency drills
- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation
- Coordinate and participate in the paper and other recycling programs, communication & management
- Planning and supervising the EHS awareness and training activities and ensuring competence of all personnel
- Supervising the EHS internal audits, inspections, and corrective / preventive actions effectiveness

Business Continuity

- Ensuring that the BC plan (or plans) adequately delivers the organization's BC capability and meets the BC requirements.
- Communicating the implications of departmental changes that may impact the BCMS.
- Collecting information for and completing the BIA.
- Identifying and acknowledging supply chain priorities.
- Developing, implementing, and maintaining departmental procedures on behalf of the plan owner.
- Conducting and participating in exercises.
- Maintaining the departmental BC documentation. Liaising with the BC managers.
- Developing, coordinating, and facilitating the BCMS. This includes developing analysis and BC plan templates.

- Facilitating and coordinating the BIA, risk and threat assessment (related to prioritised activities), strategy and solutions planning, BC plans and testing throughout the organization.
- Ensuring maintenance of the BCMS on a periodic basis as well as whenever it is appropriate.
- The effective use of resources and procedures within the BCMS, such as systems, tools, and response and recovery procedures.
- Making recommendations, removing roadblocks, and reporting to top management

Competencies - Professional and Technical	
Behavioral Competencie	
Adaptability	Level 3
Analytical Thinking	Level 3
Communication	Level 3
Conflict Management	Level 3
Resource Management	Level 3
Technical Competencie	
Compliance Management Knowledge	Intermediate
Investigation Knowledge	Advanced
Learning & Development Knowledge	Intermediate
Local Regulations Compliance Knowledge	Intermediate
Management of Health & Safety Knowledge	Advanced
Security Monitoring & Inspections Knowledge	Advanced
Security Systems & Equipment Management Knowledge	Advanced
Competencies – EHS	
Knowledge of basic environment health and safety requirements EHS corporate objectives awareness Awareness of EHS requirements in the QEHS management systems Have attended EHS awareness training (if applicable) Awareness of Environment Health Safety incident reporting	
Organizational Competencies	
Advanced <i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>	
Decision Making	
Key Performance Indicators (KPIs)	
Abide by the goal setting forms (Individual KPI'S) of the current financial year	
Qualification : Education and Experience	
Bachelor's Degree (Preferred specialization in their field of work). (Those in finance/ accounting jobs must be a CPA or equivalent.),. At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry. or Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position or Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position *Note: Industry Experience wherever its applicable	

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:

Updated by:	Date:	Approved by:	Date:

Employee Name:

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.
Management reserves the right to amend the Job description at any time without prior notice.

Signature:	Date: