

## National Manager - SDC Operations Management

Job Title	National Manager		
Division	Special Services Division		
Department	Special Delivery Channel Department		
Section	SDC Operations Management		
Location	Head Office	Direct Reports	Supervisor Validation (H.Q.)
Reports To	Director - Operations	Version Number	1
External Relations	Clients i.e. Banks, Ministries etc.	Guide Number	7253
Internal Relations	Sales	Job Code	

### Basic Function

Managing operations of Special Delivery Channel (SDC) and Ministry of Health (MOH) function. Fully understands drives and promotes SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Closely liaise with sales, customers and coordinate with regions to ensure Customers SLA are met through distribution of shipments through SDC.
- Ensure data requirement, validation and delivery complies with the required standards.
- Ensures the shipments from Customer are picked up by and handed over to dispatch after the validation confirming the recipients address and updating records in system and then handing over the shipment for dispatch for delivery.
- Monitor and manage the Validation Center (Outgoing Call Centre) and ensure all procedures are performed as per the standards and set Key Performance Indicators (KPI's).
- Monitor call recordings of Validation Agents.
- Ensure enough supplies are maintained to handle the volume.
- Ensure Dispatch team processes the shipments as per the defined SLA's.
- Monitor Operational process and procedures are adhered to as per the standards to prevent failure.
- Closely supervise the Operation Supervisor SDC to maintain optimum level of delivery.
- Ensure sufficient staffing is available to handle all volumes.
- Ensure that couriers are always in presentable attire and that proper etiquettes are maintained.
- Reduce return shipments to Clients and ensure they are within the agreed SLA's through daily management and constant monitoring.
- Ensure that the UTL processes and procedures are followed by each region and monitor the implementation of the processes and procedures.
- Ensure UTL shipments are resolved by using available resources as per the agreed KPI's.
- Ensure all non-compliances are closed within the allocated time.
- Set performance targets for processing SDC/UTL shipments.

- Measure and take corrective action to achieve goals / targets.
- Conducts regular meeting with SDC Clients to ensure all SDC Operations are processed in alignment with the SLA's.
- Closely coordinate with Customers and provide support and solution for optimized delivery and fewer returns.
- Review SLA with Customers and respective departments.
- Prepare annual budget for Special Delivery Channel (SDC) department.
- Ensure the business unit follows a continual improvement policy within the company policies and procedures to meet ISO requirements.
- Training & Pass marks
- Saudization
- Survey (Staff /Customer)

## Personnel

- Conduct periodic performance evaluation of direct reports and ensure that all department staff are evaluated in accordance with HR procedures.
- Exercise day to day control of staff, authorizes vacations, overtimes, incentives, disciplinary actions to achieve goals and targets.
- Ensures adequate training and coaching are provided to all staff.
- Prepare and follow budgets for personnel operations.

## Reports

- Monitor staff performance through Special Delivery Management (SDM) reports and ensure corrective measures to taken to avoid any failures.
- Prepare as well as review the Daily Volume Report, Shipment Pending Report, Validation versus number of calls report.
- Provide necessary reports to management on as and when needed basis.

## 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 Competence	
Change Leadership	Level 4
Conflict Management	Level 3
Decision Making	Level 4
Initiative	Level 3
Planning & Organizing	Level 4
Resource Management	Level 3
Risk Management	Level 3
Stress Management	Level 3
Team Leadership	Level 4
Teamwork	Level 4
Visioning & strategic Direction	Level 3

Competencies – EHS
<p>Knowledge of basic environment health and safety requirements</p> <p>EHS corporate objectives awareness</p> <p>Awareness of EHS requirements in the QEHS management systems</p> <p>Have attended EHS awareness training (if applicable)</p> <p>Awareness of Environment Health Safety incident reporting</p>

Organizational Competencies
<p>Advanced</p> <p><i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i></p>

Decision Making
<p>Support high management for new project.</p> <p>Solving any issues relating SDC department as limited by authority.</p>

Key Performance Indicators (KPIs)
<p>Abide by the goal setting forms (Individual KPI'S) of the current financial year</p>

Qualification : Education and Experience
<p>●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.</p> <p>or</p> <p>●Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position</p> <p>or</p> <p>●Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position</p> <p><i>*Note: Industry Experience wherever its applicable</i></p>

Date Of Release

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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: