

Manager - Support Services Management

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| Job Title | Manager | | |
| Division | Human Resources and Administration Division | | |
| Department | Support Services Department | | |
| Section | Support Services Management | | |
| Location | | Direct Reports | Reports Supervisor – Support Ser |
| Reports To | National Manager- SMSA HCM | Version Number | 1 |
| External Relations | | Guide Number | 7034 |
| Internal Relations | All departments | Job Code | |

Basic Function

Providing qualified human resources to the departments through approved Vendors. Activities in accordance with the approved manpower plan.

Responsible and committed to providing the required number of Drivers / Laborers with a strong physical structure capable of carrying out the work pressure according to the business need.

Managing Outsourced operations of Last Mile Exclusive (LMX) Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Maintain and develop a solid Manpower database and classify the applications to ensure easy reference and accessibility.
- Maintain staffing level overall including CORE departments (OPS, Ecom, Retail, MRM etc)
- Work closely with assigned business' Vendors to deliver Manpower needs.
- Closely liaise with Manpower Vendors and coordinate with LMX department to ensure SLA are met through distribution of LMX shipments.
- Ensure data requirement, validation and delivery complies with the required standards.
- Ensure enough supplies are maintained to handle the volume.
- Monitor Operational process/procedures are adhered to as per the standards to prevent failure.
- 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.
- Conducts regular meeting with Ecom to ensure all LMX Operations are processed in alignment with the SLA's.
- Measure and take corrective action to achieve goals / targets.
- Ensure the business unit follows a continual improvement policy within the company policies and procedures to meet ISO requirements.

Planning

- Ensure ongoing data integrity, consistency and quality control.
- Participate in the preparation of manpower plan.
- Control, maintain, and update manpower plan.
- Prepare related monthly and weekly reports.

EHS

- 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
- Actively participates in the development and implementation of EHS objectives & programs
- Participates in the emergency response plan
- 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

Reports

- Prepare the weekly, monthly, and yearly recruitment reports.
- Support HRMs with weekly update on Manpower progress.
- Update and deliver weekly metrics for assigned manpower.

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 | |
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| Behavioral Competencie | |
| Conflict Management | Level 5 |
| Creative Thinking | Level 5 |
| Networking/Relationship building | Level 5 |
| Resource Management | Level 5 |

| Competencies – EHS |
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| <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 |
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| Intermediate |
| <i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i> |

| Decision Making |
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| Key Performance Indicators (KPIs) |
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| Abide by the goal setting forms (Individual KPI'S) of the current financial year |

| Qualification : Education and Experience |
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| <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 style="text-align: center;">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 style="text-align: center;">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>*Note: Industry Experience wherever its applicable</p> |

Date Of Release

| Prepared By: | Reviewed by: | Approved by: | Endorsed by: |
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| Employee Name: |
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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.

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| Signature: | Date: |
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