



As part of the S189 Restructure process, the above vacancy has become available. As a General Manager the successful incumbent will be responsible for providing strategic long-term direction and hands-on management in the KZN region, includes but not limited to establishing/developing regional strategies, overseeing regional budgets, maintaining customer service standards and ensuring legal compliance.

Responsibilities:

Strategic Leadership

- Develop and implement operational strategies and plans that align with the company's goals and objectives
- Creates and implements strategies for business growth by analyzing market trends, researching opportunities, developing growth initiatives, gaining approval from senior leadership, piloting new offerings or campaigns, and monitoring impacts on revenue and clients.
- Collaborate with the executive team to develop and execute long-term strategic plans

Operational Management

- Oversee the day-to-day operations of the company, including, but not limited to, finance, production, human resources, marketing and customer service.
- Maximize productivity and ensure legal/regulatory compliance by monitoring departmental operations.
- Efficient and effective day-to-day operations are the key to the sustenance of any organisation.
- Monitoring market and industry trends to determine business opportunities and challenges
- Foster a culture of innovation, continuous improvement and accountability throughout the organization

Business Development

- Develops new solutions to meet evolving client needs by needs through feedback and research, designing & testing viability with pilot groups, refining based on pilot results, and overseeing full rollout.
- Ensures departments deliver quality client offerings by establishing and enforcing standards, conducting audits, implementing corrective actions, surveying client satisfaction, and responding to feedback or issues escalated.
- Improves internal processes for better productivity by identifying inefficient workflows, standardizing best practices, selecting and implementing enhancements like technologies or process redesigns, measuring impact on metrics like handle times or error rates, and modifying ongoing enhancements as needed.

Financial Management

- Manages budgets and monitors the financial health of locations or units by creating annual expense forecasts, approving purchases, analyzing cost-saving opportunities, tracking income/expenses compared with budget, proposing adjustments as needed, and reporting variances to executives.
- Develop and manage budgets and financial plans to ensure that the company operates within its financial constraints
- Oversees all regional projects by creating project plans with milestones, tracking progress, resolving issues, approving checkpoints, compiling analytics on key indicators, and presenting findings to senior leaders.

- Lead/Drive/Coordinate Regional Executive & Rexco meetings, and maintain and coordinate operational calendar, including managing related communications (including minutes) with all internal stakeholders

Minimum Requirements

- BCOM Degree
- 10 years relevant experience in the field

Required Competencies

- Leadership skills are needed to mobilize teams and guide progress towards shared goals.
- Strategic planning skills for identifying growth avenues and creating operational strategies.
- Communication skills for engaging with employees, partners and other stakeholders verbally and in writing.
- Problem-solving skills to dissect challenges, compare alternatives, and implement evidenced solutions.
- Organizational skills when prioritizing department responsibilities and keeping operations on schedule.
- Financial management skills for budget formulation, expense tracking, and predictive forecasting.
- Technical skills help leverage common programs and department-specific systems.
- Collaboration skills for building internal and external function counterparts' synergetic relationships.
- Conflict resolution skills for facilitating agreements between disputing parties.
- Decision-making skills are important under conditions of uncertainty or competing priorities.
- Project management skills are needed when launching cross-functional initiatives.
- Data analysis skills are important for converting metrics into strategic or process improvement insights.

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All interested and suitably qualified applicants must submit a completed application form no later than 12h00 noon on **Wednesday, 06th November 2024** to Human Resources at:
vacanciescape@corporateservice.co.za