
Position Description

Vacancy Title: **General Manager - Wholesale**

Location:

Reports To: **None**

Objective

The General Manager is responsible for providing strategic leadership to the business including identification of new markets, products and sales opportunities both domestically and regionally, and support/empowerment of existing staff members to effectively contribute to the business and developing them to reach their full potential. This role reports to the Managing Director.

Outcomes

Capital Stakeholders (Owners)

1. A strategically focused organisation

- Developing and driving the successful implementation of strategies to grow the business
 - Commercial viability effectively managed - current and future
 - Robust risk identification and management ensured
 - Performance-driven culture established and continuously strengthened, including through an effective Performance Management System
 - Organisational culture that promotes and ensures compliance with internal and external requirements/standards/regulations/laws developed and maintained
 - Return on Investment for shareholders/business owners delivered
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Organisational Stakeholders

1. Business Growth

- Annual operating and capital expenditure budgets are relevant, feasible, developed in a timely manner and achieved
 - Key financial performance and growth objectives identified, measured, monitored and achieved. Objectives include:
 - Profitability and sustainability
 - Strong balance sheet
 - Cost-control (particularly in relation to cost of sales/procurement, salaries and wages, capital and operating expenses)
 - Positive cashflow
 - Product-mix and customer demand alignment ensured at all times
 - Effective contributions to high-level business negotiations ensured
 - Successful marketing and branding that contributes to presence-enhancement and business growth supported
 - Process innovation/modernisation/improvement ensured via but not limited to:
 - Distribution channels and methods
 - Relevant technology adoption
 - Quality improvement
 - Machine upgrade
 - Improvement in customer/stakeholder service satisfaction levels ensured
 - Growth in efficiency and effectiveness
 - Efficiency targets established, effectively monitored and achieved
 - Inventory turnover
 - Delivery in full and on time etc.
 - Optimal equipment and labor utilisation ensured
 - Effective equipment maintenance program developed
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2. Business Development

- Innovation encouraged and supported throughout the business, particularly for:
 - New product and revenue line development
 - New markets and customers
 - Marketing and branding
 - Business intelligence, market profiling and competition-analysis established and used to support business development initiatives
 - Implementation of best FMCG practices supported/encouraged
 - Provision of strategic guidance provided to direct reports
 - ERP system introduction or refinement and full utilisation ensured
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3. Efficient and Effective Operations

- Day to day operations management are optimised for efficiency
 - Relevant Standard Operating Procedures (SOPs) developed, implemented and continuously refined
 - Staffing for the business' core operations is adequate and well managed
- Working relationships with key internal and external stakeholders ensured
- Effective and efficient procurement process ensured
- Minimum quality, delivery and safety standards maintained and improved

4. Leadership and human capital management

- Effective/strong working relationships established with all staff
- Robust Performance Management System and appropriate performance measures established, monitored and achieved
- Recruitment, training, coaching and mentoring ensured and in line with the strategic goals of the business
- Robust succession planning framework for key positions established, implemented and monitored
- Staff satisfaction, motivation/empowerment optimised
- OH&S standards promoted and adhered to throughout the organisation

5. Informed Management and Board

- Quality and timeliness of budget projections and performance reporting maintained at all times
- Quality and timeliness of meeting papers and presentations maintained at all times
- Leading as well as robust contributions to periodic management meetings ensured
- Ad-hoc information requests by management and shareholders, for decision-making purposes, addressed effectively and in a timely manner
- Quality advice, both general and technical provided to management and the board in a timely manner

6. Company's image and value standards demonstrated and promoted at all times

Responsibilities - Key Competencies

Competence Description

Business

Business Performance	Manage the performance of the organisation.
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Strategic Development	Establish the strategic direction and steer the organisation towards its goals

Customer

Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.

People

Leadership	Utilise a leadership position to influence people and events and to increase performance.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
Learning	Develop the competencies of self and others to enhance performance.

Professional

Technical Strength	Demonstrate knowledge of a specialist discipline.
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Operational

Stock Control	Acquire and monitor stock to meet business needs
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Qualifications

Qualification Discipline Notes

Preferred

Masters Degree	Business Management or Business Administration or related fields
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Work Knowledge and Experience

- Good management skills and proven experience in establishing and driving a performance-based working environment
- Must have at least 10 years work experience in the FMCG industry with at least 5 years in a senior management position
- Proven experience in creating effective and productive relationships with customers
- Proven experience in managing employee performance, training and development as well as the productivity of the company
- Proven experience in developing annual Business Development plans
- Proven experience in monitoring, reviewing and reporting on annual business plan deliverables to the CEO/Board
- Proven interpersonal, verbal and written communication skills
- Proficient in the use of relevant computer applications

Requirements

Language Proficiency

Excellent command of English

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Board of Directors	
	Management Team	
External		
	Regulators	
	Suppliers	
	Customers	
	Statutory Authorities	

Attributes

Behavioural Styles

- Accountable Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
- Achiever Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
- Detail oriented Attends to the small elements of a task/activity, ensuring completeness and accuracy.
- Innovative Devises new and creative ways to do things comes up with original ideas.
- Reliable Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

- Forthright Speaks out frankly without hesitation, showing a direct manner.
- Realistic Shows concern for facts and reality, rejecting the impractical.
- Team Enjoys being with others as part of a group or team.
- Oriented

Thinking Styles

- Analytic Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
- Decisive Reaches conclusions, promptly and firmly.
- Holistic thinker Considers issues/situations as a whole rather than analysing or dissecting the parts.
- Numerate Shows abilities in quantitative thought and expression.
- Well organised Controls tasks in a well thought out and critical manner.

How To Apply

You may apply online by accessing the following URL: <http://app.hrmonise.com/job/maxumise/GeneralManager> or Email a Cover Letter and CV including details of three professional referees, with the subject "General Manager" to jobs@maxumisefiji.com

Contact for Enquiries

Contact Name: Lati Qoro

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Closing Date: 28 Jan 2018