

Position Statement: Managing Director - Indian Ocean

Accountable to the Chief Executive Officer (CEO) to manage and develop all aspects of the supply chain solutions for the Indian Ocean Region including but not limited to air and ocean freight, customs brokerage, courier, haulage, warehouse, container and depot operations in accordance with the Logistics Sector business strategy and country business environment to deliver maximum profit.

Main Responsibilities include:

1. **Strategy and Direction**
Ensuring the formulation of long-term strategies with corporate functions to achieve business goals and objectives and develop annual business plan for execution to achieve the financial and non-financial targets.
2. **Accountability to the CEO**
Assisting and advising the CEO on matters relating to all aspects of the supply chain solutions for the Indian Ocean Region.
3. **Management**
 - Developing Regional strategic plans, in conjunction with the Country Management Team, to reflect country, Regional requirements and support the key market development and growth plans;
 - Ensuring identification of ongoing service issues and monitoring the Operations Key Performance Indicators and ensure corrective actions when targets are not met in cooperation with the countries management
 - Establishing and supporting potential product/service opportunities through identifying new developments within the sales channels, customers and competitors within the local market;
 - Measuring and continuously improving customer satisfaction and loyalty.
4. **Compliance**
Ensuring compliance with the company's corporate social responsibility, health, safety and environmental standards and responsibilities as identified and ensuring that these are fully implemented, maintained and comply with legal provisions.
5. **Risk Governance**
Continuously assessing, mitigating and monitoring of any risk linked to the activities of the Company that can result in issues which may be prejudicial to the Company.
6. **People Management**
 - Building and maintaining a performance driven culture throughout the Region based on Leadership, Agility and Dynamism;
 - Coaching and developing subordinates with a view to build capability in the outstations and introducing a culture which supports our core values (Passionate, Best in Class, Customer focus, Agile, Integrity and Empathy)