

Position Statement: Manager – Sukpak

Accountable to the Chief Executive Officer (CEO) to be responsible for the operations, performance and development of the sugar packing business.

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 developments and initiatives in the business line(s) and opportunities for growth and follow up on such initiatives.
3. **Management**
 - Ensuring the implementation of best Operations structures, policies and processes;
 - Identifying of ongoing service issues and monitor the Operations Key Performance Indicators and ensure corrective actions when targets are not met;
 - Ensuring continuous improvement through supporting the deployment of best practice processes;
 - Ensuring that work is cross functionally effective to ensure that production and Operation processes are consistently applied and refined to improve performance
 - Planning, designing and implementing appropriate promotion measures to win, keep, grow and get back profitable customers by using all marketing channels, in line with divisional guidelines;
 - 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 ensure 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 introduce a culture which supports our core values (Passionate, Best in Class, Customer focus, Agile, Integrity and Empathy);
 - Leading, motivating and empowering employees through effective and open communication, excellent leadership, regular performance feedback and teambuilding, in order to maximise customer satisfaction, business results and employee satisfaction
7. **Communication**
Building positive relationships with stakeholders to support the long-term objectives of the Sector.