

<b>ACTOM</b>  <b>HIGH VOLTAGE EQUIPMENT</b>	<b>SUBJECT</b>	DOCUMENT No. JD143
	<b>ACTIVITY PROFILE: GENERAL MANAGER-SERVICES</b>	REVISION No. 00
		WRITTEN BY C.Z.
		APPROVED AND DATED 18/02/2025

**1.0 SCOPE**

All functions, duties and responsibilities of the **General Manager-Services**.

**2.0 PURPOSE**

To define the position of the incumbent.

**3.0 POSITION**

General Manager – Services

**4.0 DEPARTMENT**

Services Department

**5.0 REPORTS TO**

Reports to the Divisional CEO.

**6.0 ORGANOGRAM**

Yes

**7.0 QUALIFICATIONS**

- Bachelor’s Degree/B-Tech in Electrical or Mechanical Engineering or relevant discipline.
- A Postgraduate Degree/Diploma in Business Administration (PDM/PGDip/MBA) a must have.
- Minimum of 15 years’ experience working in the Electrical Supply Industry is required.
- Registered with the South African Council Construction for Project and Construction Management Professions (SACPCMP).
- Registered or eligible for registration with Engineering Council of South Africa as a Professional Engineer/Technologist.

**8.0 EXPERIENCE/COMPETENCIES**

- Detailed knowledge of Power Generation, Transmission and Distribution Systems,
- Detailed knowledge and experience of Operations and Maintenance of High Voltage systems.
- Proven leadership and strategic management skills.
- Experience with marketing, operations, financial management, strategic planning, and people leadership.
- Sound knowledge of the interpretation and application of financial statements.
- Experience in Project Finance and Financial management
- Expert Contract Experience on JBCC / NEC / GCC / and FIDIC Conditions of Contract.
- Excellent interpersonal skills.
- Good written and verbal communications skills.

**9.0 AUTHORITY**

- Sign Purchase Requisitions and co-sign Purchase Orders for higher values together with the Divisional CEO/CFO.
- 16.2 Appointee for the Division.

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#### **10.0 RESPONSIBILITIES/ACCOUNTABILITIES**

- Overall responsible for management of business unit including operations, human resources, marketing and finance.
- Overall financial management of the business unit including budgets, financial control and monthly reporting.
- Market Expansion: Identify growth opportunities, expand market share, and build strong client and stakeholder relationships.
- Compliance and Governance: Ensure adherence to local regulations, company policies, and industry standards.
- Results-oriented mindset with a focus on delivering measurable outcomes and achieving targets.
- Build and maintain strong relationships with key stakeholders, including customers, suppliers, distributors, and partners.
- Drive continuous improvement initiatives to enhance efficiency, effectiveness, and customer satisfaction.
- Stay updated on industry developments, emerging technologies, and best practices to drive innovation and competitive advantage.
- Oversight of all projects, costs, quality, customer satisfaction and the successful and profitable management of all of the department's activities.
- Responsible for managing basic financial performance of the Department, including revenue growth and operational expense control.
- Implements Corporate Governance structures, policies & procedures where applicable in business unit/ department.
- Developing Objectives and Strategies — Establishing short, medium and long-term objectives and specifying the strategies and actions to achieve them.
- Contributes to the creation of Services Department's Standard Operating Procedures by preparing all those related to equipment/systems related to his field based on Health and Safety procedures, good engineering practices, and manufacturer's O&M manuals
- Grow and improve High Voltage Equipment's ability to offer a comprehensive range of Services Including Repairs and Maintenance SLAs, response to technical problems, training and support.
- Maintain a suitable visible profile within the High Voltage community.
- Memberships of industry organisations, publishing papers, memberships of industry committees.
- Be familiar with the broad operation on all contracts relating to the areas of business.
- Verify progress in relation to contractual completion dates on specific contracts.
- Maintain direct contact with the customers at suitable seniority level.
- Formulates and executes the sales and marketing plan for his/her department.
- Maintain the Company image for quality, attainment of targets and professional execution of contracts.
- Manage and allocate resources effectively, ensuring company assets are utilized properly.

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**10.1. Financial Management:**

- Monthly accounts review and investigation of Income Statement including allocations and expenses incurred vs. budget.
- Balance Sheet Optimization – Optimally manage accounts payable and accounts receivable, and improve Inventory Management
- Promote Margin Improvement Opportunities and Cost Optimization Initiatives
- Ensure that effective cash flow management and proactive asset processes are in place to attain divisional targets.
- Facilitate the financial decision-making process at Senior Management level by interpreting operational requirements and integrating with discipline based financial needs to ensure the availability of financial resources
- Review capital expenditure & forecasts to ensure alignment with business strategy & to optimise return on investment.
- Direct the implementation and management of financial systems & processes to ensure optimal accountability.
- Management of corrective actions with regards to cost controls.
- Ensure that the commercial agreements with the different contractors/suppliers/partners are in place and aligned to business objectives.
- Prepare and manage budgets, ensuring alignment with revenue and profitability targets of the Division.

**10.2. Customer/Stakeholder Relationship Management:**

- Ensure and maintain ongoing operational working relationships with the customers and other key stakeholders.
- Commitment to delivering exceptional customer service.
- Conducting customer visits and maintaining ongoing relationships with customers as well as liaising with customers.
- Manage and continuously engage the Division’s local and international strategic partners.
- Identify key role players in the industry and build and maintain strategic relationships where necessary.
- Create an environment of trust through timeous, open and honest communication
- Manage service level agreements with customers.
- Interact with clients and stakeholders and find out what their requirements are and find ways to address them in a mutually beneficial way.
- Form close links with the nominated representatives/agents in other territories to ensure that all the requirements of the clients are met and satisfied.
- Manage and grow key customer relationships within existing accounts whilst developing new business opportunities.

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**10.3. Human Resource Management:**

- People Management - Build and lead a high-performing management team, ensuring alignment with company values, culture, and goals.
- Manage the departmental HR processes in terms of HR policies & procedures, Performance Management, Training & Development, Recruitment, Manpower Planning, Discipline, etc.
- Guiding, Directing, and Motivating Subordinates — Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.
- Give effective guidance and ensure compliance with company policies & procedures
- Create an effective working environment and understand the political and socio-economic environment
- Manage discipline in all sections. Has authority for the hiring and dismissing of employees and for determining remuneration levels for the department under his control within the constraints of the divisional limitations.
- Maintain appropriate staffing level and workload distribution to meet customer and business needs.

**10.4. SHEQ Management (ISO9001, ISO14001, ISO45001)**

- Responsible for adhering to the requirements of abovementioned systems as directed by the SHEQ Management System (which includes relevant legislation, Policies, Procedures, Work Instructions, specifications, etc.)
- Enforce quality control, cleanliness, and safety standards across all sites.
- Ensure that Quality Assurance is confirmed to in every aspect, especially in the area of documentation control.
- Ensures compliance with all standards for Safety, Environmental, Work Procedures, Quality Assurance and Quality Control systems as adopted by the High Voltage Division.

**Accepted By:**

**Approved By:**

**Authorised By:**

**Employee**

**Line Manager**

**Divisional CEO**