

# Job Profile

<b>Job/Title:</b>	Business Unit Manager / Division Manager
<b>Job level/profile:</b>	Position of trust and confidentiality / Full time
<b>Legal Entity/Department:</b>	PalletBiz Timber
<b>Direct reference:</b>	Republic of South Africa
<b>In-direct references:</b>	GSS & Corp. Heads (EU based)
<b>Back-office (s):</b>	Sabie, Mpumalanga
<b>Expected start:</b>	Immediately
<b>Expected gross salary range:</b>	TBD

PalletBiz SADC is the Master Franchisee for the SADC region in the global PalletBiz network for production and distribution of packaging and handling materials made from wood, metal and an expected increasing volume of plastics products as well.

On behalf of the European franchisor, PalletBiz SADC is developing the unique Business System which has been franchised to several countries in Europe, Middle East and Africa. Go to our website to learn more [www.palletbiz.com](http://www.palletbiz.com)

The PalletBiz Global Network expect very high growth rates in the region, and we have further planned for development of operations in more SADC countries apart from South Africa, where we have existing operating franchisee.

The plans for business development in the SADC region are now requiring the build-up and strengthening of our Regional organization, to drive and manage the growth plans.

We therefore wish to employ our new:

## Business Unit/Division Manager, SADC

*(Location: Sabie, Mpumalanga, RSA)*

The incumbent will be responsible to determine and provide overall direction for company operations and business development with guidelines set up by the Board of Directors. The Business Unit Manager will have overall responsibility for timber processing activities within the production/manufacturing facilities. The incumbent's responsibilities will include formulating overall strategies, managing people, establishing and developing policies for operations and business development. Plan, direct, and coordinate operational activities with the help of senior managers and supervisory staff. The incumbent will carry the overall responsibility to ensure that all operational facilities and the company's repair and handling sites operates efficiently and effectively. The Business Unit Manager will also be responsible for ensuring that all Company policies and Procedures (i.e. SLA's and SOP's) is being adhered to and followed by all staff. Ultimately, the Business Unit Manager will help our company grow and function to thrive.

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## Qualifications and Experience Required:

- A post-graduate (NQF Level 7) Diploma/Degree in Business Administration/Business Management/Operations Management or Project Management is essential.
- 10 years proven experience at executive management level within a manufacturing environment is essential, preferably in the wooden packaging industry.
- A bachelor's Degree (NQF Level 8) in Engineering/Science from a recognised Tertiary Institution will be an advantage.
- At least 5 years' experience in business development in the tertiary packaging industry. (e.g. pallets, crates)
- At Least 5 years' managerial experience in managing staff and labour is essential.
- Understanding of relevant industry legislation and standards, including BCEA, LRA, OHS Act, and ISO standards.
- In depth knowledge of various business functions and principles (e.g. supply chain, finance, customer service, sales etc) including role players.
- Good Working knowledge of data analysis and performance/operation metrics.
- Understanding of RSA Sawmill and Pallet Manufacturing Industry and regulatory system.
- Excellent communication, good people skills, numerate and literate.

## Key Performance areas:

### Business Development & Growth

- Liaise with the Managing Director and Board of Directors to make decisions for operational activities and set strategic goals.
- Plan and monitor the day-to-day running of business to ensure smooth progress.
- Design strategy and set goals for growth.
- Ensure employees work productively and develop professionally.
- Monitor and improve operations and financial performance.
- Provide solutions to issues such as profit decline, employee conflicts and loss of business to competitors.
- Prepare regular reports for Management Meetings and Board of Directors.
- Monitor staff from different departments and provide constructive feedback.
- Regularly evaluate the efficiency of business procedures according to organisational objectives and apply improvements.
- Manage the use of consumables and production hardware to achieve budget targets.
- Implement manufacturing process improvements to improve affordability, quality, and schedule.
- In conjunction with Production Supervisor/ Manager, prepare the daily work plans in support of overall program objectives and schedule performance.
- Coordination with other functions to successfully resolve technical issues and provide concise communication to customers and senior leadership.
- Prepare and submit compliance reports to the regulatory bodies as required by legislation
- Manage procurement processes and coordinate material and resources allocation.
- Oversee customer support processes and organise them to enhance customer satisfaction.
- Review financial information and adjust operational budget to promote profitability.
- Revise and/ or formulate policies and promote their implementation.

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- Manage relationships/ agreements with external partners / vendors.
- Work closely with marketing/sales department to ensure customer satisfaction
- Evaluate overall performance by gathering, analysing, and interpreting data and metrics.
- Ensure that the company runs with legality and conformity to established regulations.
- Prepare operations report for purposes of management review and executive decision-making
- Making sure that the business grows in revenues through organic means.
- Ensure that the company can meet all its financial obligations including reserves.
- Ensure transparent and compliant, tax management, financial disclosures, and risk management, etc.
- Advice the MD and the Board of Directors on optimal operations standards, procedures, and latest technological trends.

## Cost and Metrics:

- Develop, implement, and manage process to drive efficiencies and cost reductions.
- Managing plant cost, production, ensuring highest physical throughput meeting company objectives.
- Report on all Plant KPI's and compile monthly reports.

## Stock Management:

- Responsible for the management and control of all hire stock and raw material.
- Highlight areas of risk and manage variances to ensure the prevention of any stock losses.
- Participates in regular stock audits, supervise all quarterly and annual stock-count audits, and resolves queries.
- Ensures that the area of responsibility is efficiently stocked with both equipment and repair material to meet customer requirements.

## Quality:

- Develop and implement quality systems and 3rd party COC accreditation to all pallet configurations and product codes. This is critical to ensure customer quality standards are met and customer satisfaction is reached.
- Conduct quality audits and analyze the data to ensure corrective action is taken for inadequate quality.
- Follow up and resolve all customer complaints and recommends/ implements solutions.

## Operational Systems:

- Ensure that all legal, safety and statutory requirements (such as labour legislation) as well Company policies and procedures applicable to the Operations function are implemented and complied with by all staff.
- Ensures efficient and effective operating methods (i.e. for inspection, repair, manufacture) are developed and maintained to achieve productivity, quality, and cost targets.

## Strategic Thinking and Planning:

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- Understand the company strategies and ensure alignment with shareholder objectives.
- Is accountable to maintain and sustain stakeholder relationships and strategic alignment and provide reporting within a diverse cultural environment.
- Provide guidance in determining the operations strategy and implementation program in line with corporate vision/mission.
- Identification of new business opportunities to pursue and align the PalletBiz leadership to leverage these opportunities
- Guide the overall planning process for the implementation of PalletBiz projects.

## Company Transformation/Operational Management and Organisational Effectiveness:

- Implement proper people's development
- Implements staff establishment budgets according to PalletBiz staffing needs.
- Reform company processes in line with regulatory requirements.
- Alignment of company plans with shareholder transformation imperatives.
- Guide the development and approval of company policies, procedures, and standards.
- Refine strategies for human capital management and organisational effectiveness, with team development, performance management, change management and organisational culture
- Advice existing board committees on operational matters.
- Conduct performance development reviews for all direct subordinates.
- Ensure strong systems that support the organisation in financial management.

## General:

- Ensures the effective management of planned maintenance for all plants and properties.
- Ensures the management of the asset register to enable adequate security and control of all Company assets.
- Develop and maintain effective relationships with suppliers and contractors.
- Ensures that all products and services meet customer satisfaction and is certified by external inspection agencies.

## Skills Profile:

### Generic Technical:

- Problem-solving skills
- Interpersonal skills
- Financial management skills
- Good communications skills
- Analytical skills
- Decision-making skills
- Document management skills
- Project management skills
- Operations management
- Time management skills
- Data management skills
- Customer relationship skills

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Interested applicants must submit their CV, Qualifications, ID Copy, letter of motivation and 3 professional references, stating full name of reference, relationship, email address and contact telephone by **cob 18<sup>th</sup> June 2024**.

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Cell no: 082 457 6208

This also confirms that, by applying for the above-mentioned position, you consent to PalletBiz to conduct qualification, ID, Criminal and Reference checks which is part of our recruitment process. Should you not receive a response to your application from PalletBiz within one month of this advert being placed, kindly consider your application as being unsuccessful, we nonetheless want to thank you for your interest shown in our organization.