

**POSITION DESCRIPTION**

<b>POSITION TITLE</b>	<b>Operations Manager</b>
<b>POSITION LOCATED AT</b>	Subic Bay - Philippines
<b>REPORTING TO</b>	<b>Director Dunbrae Subic/Dunbrae Philippines Inc. with close ties to the Australian Senior Management Team</b>
<b>DIRECT REPORTS</b>	Supply Chain Manager, Manufacture Manager, dotted line to Furniture Team
<b>EMPLOYMENT CLASSIFICATION</b>	Full time
<b>POSITION OVERVIEW</b>	<p>We are seeking a high calibre candidate who will be tasked with the supervision and oversight of the daily operations of our Supply Chain, Manufacture Production and Furniture Production functions. The Operations Manager will be responsible for:</p> <ul style="list-style-type: none"> <li>• Ensuring all operations are carried on in an appropriate, cost-effective manner</li> <li>• Improving operational systems, processes, and best practices</li> <li>• Driving and creating a highly effective, efficient operation</li> <li>• Advising on strategies that the company should take to improve the overall performance of the key operational aspects</li> <li>• Determining operational strategies by conducting; needs assessments, performance reviews, capacity planning, and cost/benefit analyses</li> <li>• Identifying and evaluating technologies that may assist in the operational efficiency of the business</li> <li>• Contributing information and analysis to organizational strategic plans and reviews</li> <li>• Managing budgets for the Operations Team while ensuring that resources (people, tools, infrastructure, processes) are provided and deployed in the most cost-effective manner</li> <li>• Ensure that labour, productivity, quality control and safety measures are adhered to</li> <li>• Drive and lead the initiatives in the management team and organizationally that contribute to long-term operational excellence</li> <li>• Providing coaching and training as required to ensure the continuous development of the team</li> <li>• Play an integral role as part of the Leadership team in making our Philippine operations a centre of excellence</li> </ul>

**Dunbrae Subic Incorporation**

 No. 7 Argonaut Highway Corner Efficiency Avenue, Subic Bay  
 Gateway Park, Phase 1, Subic Bay Freeport Zone 2222 Philippines

**Tel** : +63 47 250 2895 | **Fax** : +63 47 250 2761

**Email** : inquiries@dunbraesubic.ph

**Web** : www.dunbraesubic.ph

<b>SKILLS, ABILITIES, COMPETENCIES, AND QUALITIES</b>	Hardworking, energetic individual, Detail oriented, Problem Solver, thinks outside the box, ability to multi-task and make good decisions, ability to manage and motivate a team, ability to work under pressure and balance the competing demands of the business, proactive approach, excellent level of integrity, trustworthy and target-oriented, ability to work autonomously
<b>COMMUNICATION</b> (regularly communicates with)	Board of Directors, Senior Management Team, Finance Team, Human Resource Team

<b>KEY OBJECTIVES OF THE ROLE</b>
1. The Director for DSI/DPI has a goal of making himself redundant within the next 2 years, the Operations Manager Role is a key component of making this a reality. So, one of your key objectives is to extract as much knowledge as possible in relation to the operational aspects of the business.
2. Be a primary contributor to the execution of the companies 5 year plan which at a high level is to become a true manufacturing operation with the acquisition of sheet metal equipment that will enable the business to diversify it's customer base away from the Dunbrae Group itself.
3. Drive the team in terms of establishing goals, strategies, plans and objectives that are consistent with the policies of the organisation and develop these goals, strategies, plans and objectives of the organization in an integrated manner so that their collective impact is understood and managed and are appropriate to the activities and facilities of the organization.
4. Ensure that measurable objectives for implementing the goals, strategies and plans are established through appropriate processes at various levels in the organisation; Ensure that the implementation of the plans is regularly reviewed against these objectives and that actions are taken to address deviations from the plans where necessary.
5. Develop individual values, institutional values and behavioural expectations for the organisation to support the implementation of the management system and shall act as role models in the visible promulgation of these values and expectations; shall communicate to members the need to adopt to these individual values, institutional values and behavioural expectations as well as to comply with the requirements of the management system, and ultimately drive a positive workplace culture.
6. Determine the competence requirements for members at all levels and shall provide training or take other actions to achieve the required level of competence and ensure that the team is competent to perform their assigned work and that they understand the consequences for such tasks and that proper delegation of duties and functions is observed which will ultimately result to efficiency and effectiveness in the delivery of expected high quality level of support for the organization.

7. Play a critical role in the creation and implementation of procedures (Setup/User Guides), these guides will be developed with the mindset of providing:
- the start of training for any new employee
  - a constant source of reference for team members when performing their day to day tasks
  - a refresher for team members on how and why we do something a particular way
  - a source of reference when we are looking at making any system or process changes so that we fully comprehend and understand the impacts of any changes that we might make
8. Play an active role in the establishment and implementation of the principals of “Continuous Improvement” throughout the workplace – many strategies and methodologies can be used when focusing on continuous improvement, a great example is:
- the mindset of “Working Smarter Not Harder” which should be one of the guiding principles across the team
9. Participate in the establishment of longer strategic direction of the organization - this is achieved by doing the "big picture work", high level discussions and strategic planning with the upper management, reading the external pressures for change, positioning the organization to keep up with trends and exploring possibilities of future alliances.

MAIN ACCOUNTABILITIES	MEASUREMENT METHOD (KPI's)
Review Key Metrics and prepare monthly reports for Operational Functions for presentation to the President and Board of Directors	Produce accurate Monthly Report Package including Key Metrics within 10 working Days of the end of Month
Establish a Highly Professional and Functional working relationship with our key Customers (both internal and external) who depend on the Operations Team	Feedback and Perception from Customers
Represent the Operations Team in meetings with the upper management whenever required	
Provide leadership, development and coaching to Operations Team. Actively engaging and supporting the development of the team to ensure improved performance	Management Performance and Feedback
Develop a culture where training and development are part of the team, identifying actions and working with contact persons to ensure the skills and knowledge are developed effectively	Operations Team Development
Building and maintaining effective internal and external stakeholder relationships	Customer Feedback Surveys
Embed a performance culture, framework and review processes to achieve service levels and improvements against set targets	Service Level Achievements against set targets

Identifying and instilling best practice, processes and systems and drive continuous improvement environment	Root Cause Analysis
Maintain open and honest channels of communication at all levels across the business to facilitate best in class sharing	
Ensures service targets, SLA's and KPI's are continually reviewed and expectations are met with optimum levels of quality & service delivery	SLA and KPI reporting
Any other duties, consistent with the role, or duties required from time to time by the President or other department managers	
Demonstrate a high level of professional and personal standards and conduct	
Work with the board of directors to determine values and mission, and plan for short and long-term goals	
Identify and address problems and opportunities for the company	
Drive the development and implementation of improvements for the Foreign Office Support processes and procedures	Policies and Procedure Manuals
Ensure that programs on Learning and Development are in place and executed according to company standards	Learning and Development Programs
Ensure the all facets of administrative aspects of the business are well within the company standards	
Observe OH&S and company policies	Pro-actively ensure up to date knowledge of and compliance with OH&S policies and procedures and participate in their further development by identifying risks and escalating them appropriately. Observe company policies

SKILLS AND EXPERIENCE	DESIRABLE	ESSENTIAL
<b>EDUCATION</b>		
Bachelor's Degree in Engineering		✓
Bachelor's Degree in Management	✓	
<b>WORK EXPERIENCE</b>		

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Minimum 10 years' experience in similar role with strong leadership and management background		✓
<b>TECHNICAL KNOWLEDGE</b>		
Proficiency in MS Office		✓
<b>LANGUAGE SKILLS</b>		
Strong written and verbal communication skills in both Tagalog and English		✓

JOB SPECIFICATION ACCEPTANCE		
<b>EXPLAINED BY:</b>		
Supervisor / Manager Name	Signature	Date
<b>ACCEPTED BY:</b>		
Employee Name	Signature	Date