

JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

NAME:		REPORTING TO:	Chief Operating Officer
POSITION TITLE:	General Manager	DIRECT REPORTS:	Department Managers
DEPARTMENT:	Management	LOCATION:	Colombo, Sri Lanka

POSITION PURPOSE:

IG Colombo is Intrepid Group's Global Shared Service centre. The Colombo office provides the Intrepid Group with software development, infrastructure maintenance and support, financial services, HR services and customer and product back office services.

Reporting to the COO, the General Manager is accountable for the management of the IG Colombo business. The role is responsible for ensuring the smooth operation of the shared service centre in alignment with the Intrepid group values while ensuring that yearly and long term goals are achieved.

The General Manager is accountable for ensuring a continuous high standard of service delivery while maintaining financial cost controls to safeguard the value of the services to IG. This will include the creation, adoption and promotion of new or improved services to the service centre's internal and external IG customers.

People management and stakeholder engagement are key aspects of this role as the General Manager manages the Colombo office and staff as well as the relationships with key stakeholders within the global IG network.

QUALIFICATIONS AND EXPERIENCE**Essential**

- Extensive experience in managing a BPO or shared services centre
- Senior level operational management experience
- 5+ years' experience at management level
- Proven people management skills
- Demonstrated ability to build strong relationships and teams
- Excellent written and spoken English
- Strong commercial acumen including ability to understand key financial and operational drivers for the Intrepid Group

Desirable

- Previous experience in the travel industry
- Previous experience working with international stakeholders
- A degree qualification

OTHER SKILLS AND ATTRIBUTES

- Excellent interpersonal and communication skills across a variety of cultures
- Strong coaching & influencing skills
- Ability to work strategically and operationally (hands on) in the business
- Ability to influence change without direct authority
- Financial acumen
- Change management experience
- Willingness to lead and work through the full-range of business focal points – from the strategic to supporting a detailed intervention if needed (ie addressing 'hot-spot' issues with a department manager)
- Proven ability to successfully motivate and influence others to set and achieve objectives aligned to business goals
- Strong time management skills and proven ability to deliver on objectives within a given timeframe
- Enthusiasm for managing a responsible business

ACCOUNTABILITIES & BENCHMARK MEASURES

Accountabilities	Benchmark Measure
Overall Management	<ul style="list-style-type: none"> • Ensure local compliance requirements are met (health and safety, employment etc.) • Ensure IG global compliance requirements are met • Maintain contact with public authorities & industry bodies • Oversee the correct use of Company's brand (identity) • Ensure a fair and comfortable work environment for all employees • Take over the responsibilities of the department heads in their absence • Coordinate the execution of activities and initiatives through heads of departments & supervise the execution • Develop over IG Colombo goals in line with wider IG Global goals. • Set and monitor goals for each department in line with the agreed company goals. • Prepare monthly reports for IG management • Be the main contact and escalation point for IG global stakeholders • Communicate proactively and clearly with IG management on any issues that arise in the local office • Proactively identify any risks, communicate to IG management and ensure plans are developed and executed to mitigate these risks. • Evaluate the organization structure continuously to ensure the optimum management structure
Financial Management	<ul style="list-style-type: none"> • Contribute to the development of annual budgets • Manage the costs of the business to the agreed budget • Develop improvements to generate cost savings • Guard & control the costs and expenditure
Integration with Intrepid Group	<ul style="list-style-type: none"> • Be the guardian of Intrepid Core values for the Colombo office • Maintain strong relationships with IG group stakeholders worldwide • Develop and maintain the Intrepid Group culture in the local office • Promote purpose activities in support of The Intrepid Foundation • Maintain and improve governance with an aim to continuously improving IG Colombo's BCorp assessments.
People management & engagement	<ul style="list-style-type: none"> • Manage staff performance rewarding by encouraging good performance while ensuring bad performance is managed accordingly. • Ensure that departments are correctly staffed and the correct salary brackets are set for jobs. • Manage the annual review and salary increment process. • Motivate the staff by creating positive, stimulating and energetic work atmosphere • Ensures that the most suitably qualified team member is appointed in the event of a vacancy or a promotion • Monitor and ensure consistency and quality of the recruitment process • Ensures that all team member grievances are investigated using the correct procedure and taking the appropriate action • Ensure staff skills are developed to meet the growing needs of the IG business • Develop managers and leads within the company to enable good management through all levels of management • Coach managers in dealing effectively with poor performance • Improvement in scores in the annual staff engagement survey • Succession planning • Ensure staff social activities are planned and executed along IG guidelines
Other	<ul style="list-style-type: none"> • Drive process improvement and automation within the organization • Develop a culture of continuous improvement and learning and knowledge sharing