

JOB DESCRIPTION

POSITION IDENTIFICATION		FUNCTIONAL RELATIONSHIPS	
Job Title:	Chief Corporate Services & Administration Officer	Direct Reports: (6)	Senior Manager – People & Culture; Senior Manager – Information Technology & Digital Innovation; Senior Manager – Risk & Compliance; Chief of Ports Police; Manager – Administrative Services; Manager – Facilities Management
Reports to:	General Manager/CEO	Internal Contacts:	All Employees
Department:	Office of the General Manager	External Contacts:	Customers, Stakeholders, private and public sector agencies, regional and international agencies
Classification	Grade	Revised	July 09, 2024

JOB SUMMARY:

The Chief Corporate Services and Administration Officer (CCSAO) plays a crucial role in overseeing and managing people and culture and all administrative, operational, and support functions within the airport and seaport industry. Reporting directly to the General Manager (GM), the CCSAO is responsible for ensuring the efficient functioning of corporate services, administrative operations, and facility management across the organization.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Strategic Planning:

- Supports the development and implementation of strategic plans and initiatives aligned with the organization’s goals and objectives.
- Provides leadership and guidance to department heads and managers within corporate services and administration.

Corporate Governance and Compliance:

- Ensures compliance with regulatory requirements and internal policies.
- Oversees corporate governance frameworks and practices to uphold ethical standards and transparency.
- Oversees the development and review of policies and procedures to be in line with the strategies and objectives of the organization.
- Oversees the management of SLASPA’s insurance portfolio

Financial Management:

- Develops and manages budgets for administrative functions and corporate services.
- Monitors financial performance and implement cost-saving measures where appropriate.

Team Development/Leadership

- Oversees, directs and organizes the work of relevant operational teams with specific responsibility for the Human Resources, Ports Police, Information Technology & Digital Innovation, Risk and Compliance, Administration and Facilities Departments.
- Promotes a culture of high performance and continuous improvement that values learning and a commitment to quality;
- Fosters a culture of innovation, collaboration, and accountability across the organization.
- Establishes performance goals which are tailored to the core functions of each department and ensures that progress is being made and desired results are achieved;
- Appraises and evaluates the results of the overall internal operations, regularly and systematically, and reports these results to the General Manager.
- Prepares performance management plan (PMP), conducts mid-year check-in sessions and annual performance appraisals for all direct reports

Operational Leadership

- Provides leadership and guidance to functional departments to ensure alignment with strategic goals and objectives.
- Drives operational excellence through continuous improvement initiatives and performance monitoring.
- Assists with the planning, coordination and execution of the annual budget process.
- Leads and concludes the negotiations process with the respective unions at SLASPA.

General Management

- Maintains continuous lines of communication, keeping the GM informed of all critical issues;
- Coordinates key initiatives which are critical to the repositioning of the organization in the interest of making its Port Services more competitive and relevant, reducing operational cost, and increasing operational effectiveness;
- Identifies and engages individual experts, as well as informational resources, that can help frame and advance SLASPA's work on key trends or emerging issues;
- Acts as the liaison with external industry stakeholders and Union representatives to maintain mutually beneficial relationships
- Performs any other related duties as may be assigned by the Supervisor from time to time

QUALIFICATION

- Master's Degree in Business Management (MBA)/Public Administration/Engineering or a related field from an accredited educational institution, plus a minimum of seven (7) years' experience in a senior leadership role.

KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrates a high level of confidentiality, competency and professionalism at all times
- Strong analytical and problem-solving skills, with the ability to make data-driven decisions and manage complex projects.

- Strong leadership abilities with a track record of strategic planning, decision-making, and team management.
- Thorough knowledge of market changes and forces that influence the company.
- Demonstrated understanding of the knowledge and skills required in managing a port environment
- Knowledge of and proficiency in technological innovative tools
- Ability to operate in a heavily unionized environment.
- Outstanding analytical and problem-solving skills.
- Strong management skills to establish effective networks with stakeholders.
- Strong cultural awareness and union negotiation skills.
- High level of personal and professional integrity – honest and ethical.
- High levels of diplomacy and tact
- Ability to stimulate and manage change and develop strong teams.
- Excellent analytical skills with the ability to interpret complex data and market trends.
- Exceptional communication and interpersonal skills, with the ability to influence and build relationships at all levels of the organization.
- Strategic thinker with a visionary mindset and the ability to translate strategy into actionable plans.
- Results-oriented leader with a track record of achieving ambitious goals and objectives.
- Collaborative and decisive with a proactive approach to problem-solving.
- Ethical and principled, with a commitment to integrity and transparency in business practices.

SIGNATURE

I confirm that the requirements of this job description were discussed with me and I understand what is expected of me.

Employee's Name : _____

Employee's Signature : _____

Date : _____
