**Manager – Role Specification**

**Role Attributes**

* As a manager, your role is to be efficient in the running and delivery of assigned projects and tasks which contribute to regional and company business success. You will set goals and objectives, and develop strategies to meet targets, deliver high quality outcomes and to increase efficiency, within the company’s documented management system.
* You will have strong inter-personal skills, and will focus on building and managing an effective team, imparting to it a clear vision for how it will work collectively achieve the company and team goals and deliver results effectively and safely. You will integrate the team fully in the process of innovation and improvement; and assess the impacts of change on performance to adapt and improve in a continuous cycle of plan, do, check, act.
* You will identify the skills gaps among team members, and provide for their training, mentoring and coaching needs, helping them to develop their skills and advance their careers;
* Effective and appropriate communication is a central part of your role, and you will show leadership in mediating and resolving complex and sometimes difficult and unforeseen situations, involving clients, suppliers, professionals and colleagues, ensuring the continued smooth running and high quality of the business;
* Your conduct should always be exemplary and appropriate, reflecting to the outside world the vision and values of the company, while providing a role model for your peers and those you manage.

**Behavioural Attributes**

* Be visible, accountable and trustworthy;
* Be optimistic and a positive influence, inspiring creativeness and innovation in others;
* Provide for the mentoring, coaching and training of your team;
* Provide encouragement, recognition and reward when it is due;
* To be assured and confident in your work and personal interactions.