



DEMERARA HARBOUR BRIDGE CORPORATION MANAGEMENT POSITION DESCRIPTION

POSITION TITLE:	GENERAL MANAGER	LOCATION:	HEAD OFFICE
REPORTS TO:	BOARD OF DIRECTORS	GRADE:	-
DEPARTMENT:	-	SECTION:	-

I. ACCOUNTABILITY OBJECTIVE

Responsible for serving as **General Manager** of **DHBC** in partnership with the **Board of Directors**; for providing leadership and governance to all activities related to accomplishing **DHBC's** Vision, Mission and Strategic Objectives through the effective management of the Engineering, Traffic, Financial, Human Resources, Procurement and Internal Audit Departments; and for implementing the most efficient programmes and systems, as well as for monitoring, controlling and coordinating the services of **DHBC**.

II. DIMENSIONS OF POSITION

A. NATURE AND SCOPE OF THE POSITION

The **General Manager** is responsible for ensuring the development and implementation of **DHBC's** Strategic Plan and in partnership with the **Board** is responsible for the success of the Corporation. The **Board** delegates responsibility for management and day-to-day operations to the **General Manager** and the authority to carry out these responsibilities in accordance with the direction and policies established by the **Board**.

The **Incumbent** must also assist the **Board** in ensuring that **DHBC's** Core Values, Mission, Vision and short- and long-term goals are achieved and also monitor and evaluate the effectiveness and its results and keep the **Board** informed of all important factors influencing it. In this regard, the **General Manager** must identify problems and opportunities and address them and bring those which are appropriate to the **Board** and its **Committees** in order to facilitate discussion and deliberation.

The **General Manager** must work with the **Board** to enable it to fulfil its governance functions and must assure program quality and organizational stability through the implementation of standards and controls, systems and procedures and regular evaluation of performance.

The **Incumbent** must also provide general oversight of all **DHBC's** activities by managing the day-to-day operations and assuring a smoothly functioning and efficient organisation and assure a work environment that recruits, retains and supports quality staff with prospects for selecting, developing, motivating and evaluating staff.

The **General Manager** must also possess the skills and the ability to implement the functions of a leader and share **DHBC's** values, Mission and Vision and consistently display integrity, monitor behaviour and oversee the development and building of **DHBC's** teams.

The **Incumbent** is responsible for directing the administrative and technical operations of **DHBC** through the following **Departments**:

Departments:

- Structural
- Mechanical
- Electrical
- Traffic
- Finance
- Procurement
- Internal Audit

- Dredge
- Human Resources Management

The **General Manager** must direct the overall planning, implementation and internal evaluation of the projects, programmes and activities of the **DHBC**; the financial activities of the Corporation including the co-ordination of the flow and use of the funds of the Corporation; and for proposing policies, procedures and budgets of the Corporation for consideration and approval of the Board.

The **Incumbent** must determine on an annual basis the "**Major Job Objectives**" for each aspect of the Work Programme and identify and discuss with subordinates the "*Key Results Areas*" to be used as determinants to their performance results on a quarterly basis.

B. PRINCIPAL ORGANISATIONAL RELATIONSHIPS:
(The Incumbent relates to the following areas/titles internally and externally in carrying out accountability objectives)

<u>AREA/TITLE:</u>	<u>RESPONSIBILITY:</u>
INTERNAL: Board of Directors	To review short and long range plans for DHBC's Departments and Sections ; to lead the development and maintenance of the organisation's policies related to maintenance and governance services ensuring compliance with the procedures and systems; to focus Board attention on long-range strategic issues; to manage the Board's due diligence process to assure timely attention to core issues.
Committees of the Board	To inform the Board's Committees (Operation Maintenance & Traffic; Finance & Procurement; Human Resources & Public Relations) about trends, issues, problems and activities in order to facilitate policy-making; to recommend policy positions; to keep informed of developments in human resources and government.
Deputy General Manager	To plan, organise and direct all activities of the Engineering and Toll Departments/Sections, and to promote efficiency in all aspects of bridge operation, repair and maintenance and toll operations.
Internal Auditor	To monitor and oversee the activities of the audit of the systems and compliance with the policies and procedures of DHBC .
Finance Manager	To provide oversight to the fiscal activities including budgeting, cost accounting and reporting.
Human Resources Manager	To inform and advise the Board and its Committees with respect to human resources and development, health, safety and the environment, and the responsibility for the creation, storage, retrieval, security and disposal of organisational records.
Procurement Manager	To review and agree improvements in identified gaps in the delivery of the Procurement systems and procedures; to review periodic reports for relevant action; and provide necessary advice on tendering, ordering, shipping and other related issues.
Health & Safety Officer	To provide occupational health and safety advice to all aspects of DHBC operations and to ensure safety compliance.
Assistant to the General Manager	To advise on matters pertaining to maintenance of systems for storage, retrieval, transfer and disposal of records; to ensure the maintenance of the office environment and equipment, ensuring availability of necessary supplies.

Secretary	To organise secretarial support and undertake administrative and business activities.
EXTERNAL: External Auditor	To collaborate on the conduct of audit exercises.
Clients/Stakeholders	To foster productive relationships; to listen to clients in order to improve services; to initiate, develop and maintain cooperative relationships with key constituencies; to identify local and client needs.

C. PERSONNEL SUPERVISED BY THIS POSITION INCLUDE:

DIRECTLY

Deputy General Manager

Procurement Manager
Finance Manager
Human Resources Manager
Internal Auditor
Assistant to the General Manager
Secretary

INDIRECTLY

Maintenance Manager
Electrical Engineer
Mechanical Engineer
Dredge Engineer
Traffic Co-ordinator

III. PRINCIPAL ACTIVITIES TO ATTAIN ACCOUNTABILITY OBJECTIVES:

(The following responsibility statements identify specific duties necessary to attain DHBC's overall objectives while not precluding the position holder from carrying out other related activities that may be inherent in the position)

COORDINATES the formulation by the Management Team of the overall Strategic Plan for agreement by the Company; together with Annual Work Plans and Budget and **MONITORS** the procedures for implementing policy directives. **PROVIDES** leadership in operationalizing the agreed policies of the Company.

PROVIDES the Company with accurate and up-to-date information which may derive from relevant research and studies, including market research, specific commodity studies, technology evaluation, impact assessment studies, in order to facilitate effective decision-making.

ENSURES that the Management Team is fully briefed on plans and objectives to be achieved; of the resources available to support their efforts and that each **Department/Section Head** is given clear guidelines and policies to perform tasks.

LEADS the identification of relevant programmes pertaining to the development of the Company's human resources for maximum motivation and performance.

ORGANISES and **MAINTAINS** a constant review of the environment in which the Company operates, in order to identify local and external client needs, and to **ASSIST** in developing policies and mechanisms to satisfy those needs.

CONDUCTS field visits as necessary and **ARRANGES** similar visits as part of orientation of new management employees.

ENSURES the preparation of and arranges for consistent review of Progress Reports on the respective operational activities.

PROVIDES effective leadership to staff of the organisation, and **MOTIVATES** them to optimal performance, while paying attention to their concerns.

UNDERTAKES representation of **DHBC**, or **DELEGATES** as required.

COORDINATES regular meetings of the Management Team.

WORKS with the **Chairman of the Board** to enable the **Board** to fulfil its governance functions and facilitate the optimum performance by the **Board**, its **Committees** and individual **Board Members** and helps evaluate performance regularly.

OVERSEES the fiscal activities of **DHBC** including budgeting, reporting and audit; works with the **Board** to ensure financing and support of short- and long term goals.

ACTS as an advocate, within the public and private sectors, for issues relevant to **DHBC**, its services and constituencies.

SERVES as chief spokesperson for **DHBC**, assuring proper representation at the national level and also initiates, develops and maintains cooperative relationships with regulatory agencies.

PERFORMS any additional related duties which may be assigned from time to time.

IV. MANAGEMENT JOB DESCRIPTION EVALUATION: QUALIFICATIONS PROFILE

POSITION TITLE: General Manager		
FACTORS		SUBSTANTIATING DATA
1	EDUCATION	Post-Graduate Degree in Engineering, Project Management or Masters in Business Administration; in excess of ten (10) years' engineering experience in the Infrastructure Sector at a Professional level.
2	EXPERIENCE/ JOB KNOWLEDGE	Senior Professional requiring in excess of ten (10) years in practice of skills acquired through formal courses of study, on-the-job training and considerable practical experience. Knowledge of a wide range of principles, practices and skills in applying this knowledge to difficult and complex work assignments.
3	TECHNICAL/ PROFESSIONAL	Requires comprehensive knowledge and application of DHBC's regulations, related Laws, operating policies, rules and technical procedures and ability to interpret same in situations of both a recurring and non-recurring nature, in normal and unique situations to provide technical advice and opinions. Constantly analysing complex, multifaceted, high impact information and data. Co-ordinates and directs staff activity.
4	PROBLEM SOLVING /DECISION MAKING	The Incumbent assist the Board in ensuring that DHBC's Core Values, Mission, Vision and short-term and long-term goals are achieved ; monitor and evaluate the effectiveness and its results and keep the Board informed of all important factors influencing it. The General Manager identifies problems and opportunities and addresses them and brings those which are appropriate to the Board and its Committees in order to facilitate discussion and deliberation.
5	INTERPERSONAL	The Incumbent requires high level interpersonal skills to investigate interview and understand people with diverse viewpoints, goals and objectives to understand the problem, arrive at a satisfactory solution, to compromise or to develop suitable alternatives. The interpersonal relationships at this level are with high-ranking officials both within and external to DHBC in structured or unstructured settings; as well as with clients and staff. Considerable persuasive ability or tact may be required to handle the contacts.
6	RESPONSIBILITY FOR MATERIALS, CASH, ETC	Responsible for the administration and carrying out of the functions of the Company. Also responsible for guiding the Company towards its Vision; providing leadership for the achievement of its Mission and Strategic Objectives, through effective management of the Company's operations; and for control of its material resources; while in the process adding value for stakeholders.
7	PROCEDURES/ REGULATIONS/ COMPLIANCE	Extensive knowledge of complex processes, techniques and practices. Work requires knowledge of: planning, monitoring and evaluation methods and technical directives including marketing and research processes. The employee must also use judgement and ingenuity in developing applications to specific areas of work.
8	TEAMWORK	Briefs the Management Team on plans and objectives to be achieved; of the resources available to support their efforts and that each Department/Section Head is given clear guidelines and policies to perform tasks. Relevant recommendations, including adjustments of objectives, are evaluated against availability of funds and other resources; and the organisation's Strategic Plan and Goals.
9	WORKING ENVIRONMENT/ SAFETY OF OTHERS	Generally, works indoors, and in a congenial team environment. May be required to work under pressure to meet deadlines in special cases and all areas of the Bridge Operations .