

Job outline for Contracts Manager

Professional individual to be Contracts Manager Hala, based in Jeddah.

Job Title: Contracts Manager

Scope of work

To manage the establishment and effective day-to-day running of the entire distribution and warehouse operations for key accounts, in a cost effective and highly professional manner with strong customer relationship.

The role requires leadership and ownership of all activities and KPI's affecting the Warehousing & Transport operations

Responsibilities:

The successful candidate will be responsible for the following primary duties and key performance areas (KPI and individual goals to be agreed for each element upon appointment):

- Implementation of contract (project manage)
- Redesign and implement improved business process flows
- Manage and analyze operational budget and expenses (has full P&L accountability for all operations)
- Maintain and improve customer service levels and related SLA (both warehousing and transport)
- Maintain and improve partnership with client. Work with client's senior management to achieve its enterprise goals.
- Ensure compliance by both parties with regards to the Hala / client agreement / contract
- Responsible for monthly operations review meetings
- Ensure all operational KPIs are met (primary KPI – OTIF)
- Implement and maintain SHEQ standards
- Direct and manage the inventory planning function
- Continuous improvement
- Manage all operational staff, including development plans

Required Qualifications:

- Degree – preferably either a industrial engineering, logistics and or commerce qualification
- 10 years distribution experience at senior management level
- At least 6 years complex warehouse experience
- Profit centre accountability
- At least 6 years of people management at middle to senior management
- At least 5 years of client relationship management
- Advanced proficiencies in Windows suite - Word, Excel, PowerPoint etc

Desired Attributes:

- Energetic
- Independent self starter
- Results driven
- Organised
- Be able to work under pressure
- Excellent communication, team building, relationship, interpersonal, and customer service skills
- Planning skills
- Strong communication skills (verbal and written)
- Strong numeracy and analytical skills
- People management skills to build, motivate and develop a team in an open environment that encourages staff to perform at the highest level
- Change management skills

Reporting to:

- One primary reporting line to MD and secondary reporting line to COO

First line of subordinates

- Distribution (Warehouse & Transport) Supervisors / Managers
- Planning Supervisor / Manager (optional)

Second level of subordinates

- Operations & Inventory Supervisors / Checkers

Career prospect and development

Upon successful implementation and management of two contracts, to take on the additional responsibility as General Manager