



APPLICANT INFORMATION PACK

Executive General Manager Retail

Overview

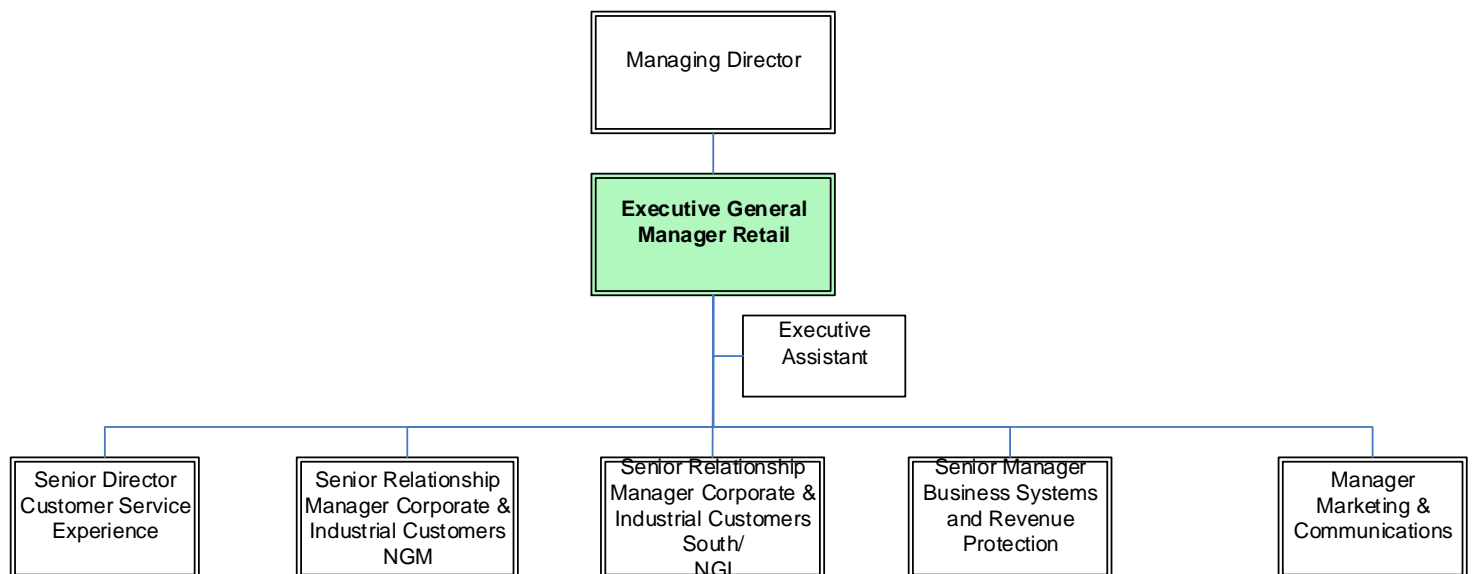
The Role

Reporting to the Managing Director, this position is responsible to assume overall responsibilities of managing the Retail Division of PPL in terms of;

- Planning, organizing, coordinating and directing all Retail efforts/activities for PPL nationwide.
- Providing leadership, management and support to the Retail Division to increase revenue and profitability streams of the business, including strategic planning and implementation of all revenue generation, optimizing the current portfolio and identifying new, innovative marketing strategies whilst maintaining corporate image and industrial relations with customers.
- Managing, directing and providing executive management support relating to customer service experience, maintaining corporate image, marketing strategies and Easipay product development/management.
- Establishing, regulating, coordinating and managing the Retail Division workforce and workflow in his/her jurisdiction; paying particular attention to establishment and adherence of operational budgets, logistics, procedures, licensing and compliance, and OHS requirements.

Reporting Relationships

This role reports to the Managing Director. The team structure is depicted below.



Key Responsibilities and Accountabilities

The following table highlights this position's key responsibilities and accountabilities. It is not an exhaustive list however, and the position holder can expect to be engaged in other activities where they can add valued to PPL and for which they are competent.

You are <u>responsible</u> for the following activities	You are <u>accountable</u> for how well the following deliverables are achieved
Leadership of the Retail Division	<ul style="list-style-type: none"> • Monitor the allocation and direct the resources within the Retail Division to ensure the achievement of deliverables articulated within applicable Work Plans and identified projects, whilst maintaining a high level of service for business as usual activities. • Maintain effective communication with direct reports to ensure advice provided and decisions made are well informed. • Hold direct reports accountable to their responsibilities and results.
Strategic Management	<ul style="list-style-type: none"> • Identify, develop and deliver strategies that support the sustainability of the organisation, to best position the organisation for future government funding opportunities. • Lead business transformation by the delivery of improvement projects that support the organisation to continuously and measurably improve processes, productivity, innovation and collaboration.
Client Practices, Measurement and Reporting	<ul style="list-style-type: none"> • In collaboration with the Executive Management Team, establish outcome measures for all programs that effectively demonstrated what difference service delivery makes to clients and communities. • Establish key performance indicators, and the creation and implementation of processes to monitor and report to these key performance indicators regularly.
Customer Service Experience	<ul style="list-style-type: none"> • To take overall responsibility for Revenue collection and managing customer services delivery through the nation by ensuring PPL's customer expectations are met and exceeded, whilst delivering its products and services.
Corporate & Industrial Customer	<ul style="list-style-type: none"> • To take overall responsibility for managing corporate image and maintaining industrial customers' in terms of product and service delivery, ensuring PNG Power's customer expectations are met and maximize profit.
Marketing & Public	<ul style="list-style-type: none"> • Ensure to take the responsibilities in planning, development

You are <u>responsible</u> for the following activities	You are <u>accountable</u> for how well the following deliverables are achieved
Relations	<p>and implementation of all PPL's marketing strategies, marketing communications and Public Relations activities both internal and external of PPL.</p> <ul style="list-style-type: none"> • Drive the performance of the organisation against the stated objectives of marketing strategy and its associated work plans.
Product & Channel Development	<ul style="list-style-type: none"> • To ensure PNG Power's easipay product is optimised in terms of return on investment and to develop and maintain a framework to measure and monitor the product portfolio performance. • To ensure PNG Power wins, maintains, and expands relationships with target channel partners. Assigned to channel partners based on geography or market and is responsible for achieving sales, profitability, and partner recruitment objectives. • Working closely with the MD to identify opportunities to ensure longer-term sustainability and brand positioning for the organisation
Team Management	<ul style="list-style-type: none"> • The EGM Retail function's resources are commensurate with the needs of the business and comply with both company and legislative requirements • Members of the Retail Division know and understand the strategic direction of PPL and their respective roles and responsibilities, including acceptable behaviours and standards of performance expected of them
Relationship Management	<ul style="list-style-type: none"> • Positive and constructive relationships are established and maintained with fellow members of the PPL Team • Members of the wider PPL Team and relevant functional Divisions are appropriately involved in and kept informed of Retail team's activities and matters affecting their areas of responsibility • Strategic level relationships are established and maintained with the Retail team's key stakeholders
Policy Deployment	<ul style="list-style-type: none"> • Creation and improvement of Best Practice based Guidelines and Policies are developed and continuously revised to ensure transparency, compliance and value for money.
Cost Saving Measures	<ul style="list-style-type: none"> • Cost saving measures or opportunities identified and realized



You are <u>responsible</u> for the following activities	You are <u>accountable</u> for how well the following deliverables are achieved
	and implemented to ensure Retail costs minimized.

Selection Criteria

1. A University qualification in Commerce, Accounting, Economics or graduate qualifications in Business Management or related field.
2. Demonstrate a successful track record in an executive management position that deals extensively with customers and all areas of customer service including debt management, financial management, customer services delivery, marketing, consumer law, finance and risk management.
3. Significant retail management experience, organisation turnaround in terms of customer focused culture and performance
4. Strong, people management skills and be able to demonstrate success in organization transformation, have strong business acumen and be recognized as an inspirational leader.
5. You will need to be a person that is; Driven to create change with proven capabilities, Forward thinking, strategic and disciplined, Inspiring, caring and works well with others for superior results, Takes personal accountability and Customer centric.

Remuneration

An attractive remuneration package is on offer, and salary will be commensurate with experience and qualifications.

How to apply?

Please review the following *essential* requirements for application to this role.

What to submit with your application?

A. Response to the Selection Criteria. Please provide details of your prior skills and experience in accordance with each of the Selection Criteria detailed below. Your response should be no more than a total of three pages, with 2-3 paragraphs for each Selection Criteria.

1. *A University qualification in Commerce, Accounting, Economics or graduate qualifications in Business Management or related field.*
2. *Demonstrate a successful track record in an executive management position that deals extensively with customers and all areas of customer service including debt management, financial management, customer services delivery, marketing, consumer law, finance and risk management.*
3. *Significant retail management experience, organisation turnaround in terms of customer focused culture and performance*



4. *Strong, people management skills and be able to demonstrate success in organization transformation, have strong business acumen and be recognized as an inspirational leader.*
5. *You will need to be a person that is; Driven to create change with proven capabilities, Forward thinking, strategic and disciplined, Inspiring, caring and works well with others for superior results, Takes personal accountability and Customer centric.*

[NOTE: The above selection criteria **must** be specifically addressed in order to be considered for the position. Applications not addressing this selection criterion may not be considered for the role.]

B. Curriculum Vitae. Please provide a copy of your curriculum vitae, including details of your work experience and qualifications.

C. Referees. Please provide the names and contact details of three referees who can provide a reference on recent and past work experience. Details should include current phone numbers and email addresses.

When to submit?

Applications must be received by **COB Tuesday 25th September, 2018**.
Late applications may not be considered.

How to submit?

The preferred method of submission is by email to **recruitment@pngpower.com.pg** clearly indicating the subject as **"LEAD-VAC"**

You may also submit your application through mail or hand delivered to the following addresses:

Postal Address: The Recruitment Officer
PNG Power Ltd
P O Box 1105, BOROKO, NCD

Hand Delivered: PNG Power Head Office, Cnr Wards Road, Hohola, NCD