



**JOB DESCRIPTION**

<b>Job Title</b>	Deputy Managing Director (Corporate Services)	<b>Name</b>	
<b>Job Grade</b>	X	<b>No of Direct Report</b>	05
<b>Reports to</b>	MD	<b>Division/Department</b>	Corporate Services
<b>Job Location</b>	Head Office	<b>Date of Preparation</b>	February 14, 2020

**Reporting Divisions / Departments:** Procurement & Inventory Management, Customer Services, Management Services, Information Technology, Medical Services.

**Job Summary:**

Reporting to the Managing Director, the Deputy Managing Director- Corporate Services (DMD-CS) provides support to the Managing Director and Operating Divisions to ensure that SSGCL achieves its business objectives.

The DMD Corporate Services (CS) is a bridging role between the Divisions operating under the umbrella of CS and SSGC's Senior Management including the Managing Director, Deputy Managing Directors and Board of Directors (BOD). The Deputy Managing Director Corporate Services at SSGC looks after functionally diverse support divisions / Departments. Details of these divisions / departments are; **Procurement & Inventory Management (Procurement and Stores), Management Services (Legal, Admin and Corporate Communication), Customer Services (Billing, Sales, Customer Relations), Information Technology, and Medical Service.**

Overall, the DMD CS is responsible for ensuring delivery of adequate support in a timely manner to mainstream operations in the area of materials, technology, logistics, security, legal and external communication, thereby enabling operations to achieve its desired targets/ goals which in turn will lead towards the achievement of business objectives and sustainable growth of the Company.

Departments reporting to DMD (CS) will provide full support to DMD or designated Head of UFG in performing functions of UFG department.

**A. Core Functions**

**1. Internal**

## ***Operational***

- Support CS divisions in development of Key Performance Indicators (KPIs)/ targets (Short term, medium term and long term) those synchronize with objectives of the Company and monitor as well as ensure adherence of departments with committed progress.
- Ensure availability of adequate resources including budget, human resources, infrastructure and other capital items at CS divisions for achieving optimum performance.
- Ensure CS divisions are operating within the defined parameters and are in compliance with the guidelines issued by Regulators such as OGRA, PPRA, Ministry (MOE) and other agencies.
- Assist CS divisions in coordinating with other functions at SSGC like Finance division and operations division as well as ensure harmony within CS divisions for achieving the common goal.
- Assist in developing and executing an operational business plan to ensure successful delivery of company strategy.
- To creatively and strategically enhance company image by improving customer services through transparent processes and effective customer relations.
- Monitor performance of individuals' in CS divisions and finalize yearly PMS in accordance to guidelines provided by the Company/ BOD.
- Permanent member of strategic forums in the Company such as Management Coordination Meeting (MCM), COED, UFG Strategic Committee etc.
- To plan and implement measures to reduce the Unaccounted for Gas losses, throughout SSGC franchise, and keep UFG within international standards and/or as prescribed by the regulators/BOD while working on result driven strategies such as Operations through rehabilitation, repair work and Coordination with Measurement and CS through Billing, CRD and meter replacement.
- To ensure effective coordination with Counter Gas Theft Operations (CGTO) Department on theft operations in industry.
- Review/ approve procurement across the Company while serving in different capacities on various Procurement Committees.
- Permanent member of interview board for hiring or promoting General Managers and above in the Company.
- Maintain and promote positive image of the company through implementation of effective media strategy, CSR, participation in different kind of sports activities on national level and under all other circumstances.
- To supervise operations of the medical services department ensuring adequate delivery of healthcare to SSGC employees in cost-effective manner within the budgetary provision.
- Provide assistance and advice to the Managing Director and BOD on critical customers and issues pertaining to any entity designated by MD.
- Any other task assigned by the management/ BOD.

## ***Financial***

- To assist in the preparation of Annual Revenue and Capital Budgets of the Corporate Services
- To efficiently and cost effectively manage the financial resources of the organization
- To oversee, control and sanction internal and external payments/reimbursements of expenses in line with Company's approved policies
- To formulate and implement adequate budget and cost control measures
- To build a cost-effective culture in all departments of the Corporate Services
- To oversee the development of financially viable plans for enhancing customer service

## ***Administrative***

- To assist the Managing Director in providing standardized and cost-effective support services to all departments including core business and operations of the Company.
- To provide strategic advice and guidance to the Managing Director and Board, focusing on the challenges and developments in the environment / industry and to ensure that the appropriate policies are developed to meet the Company's mission and objectives complying with all relevant statutory and other regulations.
- To develop, promote and direct the implementation of equal opportunities policies in all aspects of the Company's work.
- To ensure compliance of Regulatory, Ministries and Government Directives
- To ensure greater cross departmental coordination and interaction in all the departments
- To approve and enforce company's operational procedures, policies and standards
- To ensure high level of expertise in the personnel of the departments through training and motivation
- To ensure smooth and coordinated functioning of the all Divisions/ departments; P&IM, Management Services, Customer Services, Information Technology, Medical Services with other core business operations and project sites for efficient execution of projects.
- To attend meetings of the Management Committee to formulate and review Company policies and resolve matters for smooth operations of the company.
- To ensure the implementation of directives issued by the Board and/or Board Committees, prepare timely status reports and when required attend the Board / Board's Committee meetings.
- To prepare and rationalize manpower plans to meet operational requirements.
- To conduct customer satisfaction survey and to develop effective plan to improve deficient areas.
- To supervise, coach, guide and develop the resources of operations keeping succession planning in view.
- To inculcate culture of continuous improvement through education / development and re-tooling by arranging in-house / specialized training for executives and sub-ordinate staff at LDC or through other reputed national / international training providers.

## **2. External**

### ***Government/Regulators***

- To ensure that all operational procedures and practices are in conformity with the directives of the regulators
- To maintain cordial relationships with all the concerned government departments and officials
- To interact with OGRA, DG Gas and other officials regarding operational issues & comply with OGRA regulation.
- To represent the Company at various government and regulatory forums
- To deal with matters related to PERAC and PERAC Trust.

### ***Law Enforcement Agencies***

- To ensure adequate security of the pipeline network, strategic installations, and other assets of the company.

- To ensure security, appropriate arrangements from Federal, Provincial and other law enforcing agencies and local influential persons.

### ***Important Consumers/Politicians***

- To enhance the public image of the Company.
- To improve the quality of service and this improvement should be measurable in a manner as approved by the MD.
- To manage politicians/parliamentarians requests for CSR funded projects in their constituencies without compromising policies, rules and regulations.

### ***Shareholders/BOD***

- To meet Stakeholder's Expectations by maximizing Shareholder's Wealth
- To assist the MD/Board in the operations of the company by successfully executing their decisions

### ***Important Customers***

- To be sensitive to the needs of important customers
- To make continuous efforts to enhance the quality of service both to internal as well as external customers

## **B. Authority**

### **1. Financial**

As per company policy

### **2. Administrative**

As per company policy

### ***Performance Evaluation:***

The Board will perform the performance evaluation of the DMD (Corporate Services) on the recommendation of the Board Human Resource & Remuneration Committee

## **C. Job Requirements**

### **1. Education**

Master's or Post Graduate degree in Business Management or Accountancy or Law or Economics or Engineering Management from a reputable university / institution recognized / accredited by HEC.

Graduates holding degree in above disciplines may also apply.

The candidate must have demonstrated strategic leadership being a highly experienced and seasoned leader/manager with strong qualifications and credentials.

SSGC is an equal opportunity employer and women are encouraged to apply.

### **2. AGE: Must not exceed 55 years of age.**

### **3. Knowledge and Skill Requirements**

- Minimum 20 years of post-qualification work experience with at least ten (10) years in a senior management position in a leading /renowned multinational or corporate sector. Ten (10) years of Oil and Gas sector experience with an emphasis on logistics/ distribution and back office operations under a HUB structure.
- Must have an in depth knowledge of the functions of the different departments of the company specially supply chain, corporate communication, Information Technology, legal and HSEQA.
- Must have in-depth knowledge of challenges of the gas industry.
- Must possess ample experience in strategic planning and execution, formulating policies, and Standard Operating Procedures.
- Knowledge of negotiating and contracting.
- Skill in examining and re-engineering operations and procedures. Ability to manage resources optimally.
- Ability to analyze and interpret financial data
- Must have ability to exercise stringent financial control
- Must be self-motivated individual who is willing to take ownership of diverse assignments and responsibilities and simultaneously manage several projects effectively.
- Ability to motivate, coach and inspire teams and build a strong culture of integrity, purpose, goodwill, trust and respect in the department.
- Should possess strong analytical skills, communication and presentation skills, project management skills, leadership and managerial skills, interpersonal skills, emotional intelligence, problem solving skills and strategic planning skills.
- Must have strong Disaster & Crisis Management skills
- Must be an 'Out of Box' thinker.

### **4. Travel & Physical Requirements**

- Must be willing to spend a minimum of 50% time in the field with a stretched travel schedule.
- Work requires extensive travelling throughout the country especially SSGC franchise locations, project sites and to attend meetings with Ministry and OGRA etc.
- Work requires precautionary measures for security and safety.
- Work requires good physical and mental health to sustain work pressure.

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