



TASMANIAN PORTS CORPORATION PTY LTD
POSITION DESCRIPTION

POSITION TITLE:	General Manager – Bass Island Line Pty Ltd
REPORTS TO:	Group Executive Operations
DIVISION:	OPERATIONS
LOCATION:	Launceston or Devonport

Purpose of the position

The purpose of the General Manager Bass Island Line (BIL) is to lead the BIL Business Unit in delivering a safe, compliant and efficient shipping service for the King Island freight task. The General Manager will operate autonomously as the senior manager for the wholly owned subsidiary Company, and be responsible for business performance, asset and personnel management and customer relationships.

The General Manager will lead the BIL business strategy and operating plans that ensure a safe and reliable shipping service with a focus on lean efficient operations, cost control and margin management. Furthermore, the strategy and plans will consider customer relationship management, new business development, pricing and yield management to maximise profitability by voyage.

The key accountabilities include, but are not limited to the following:

People and Leadership

Provide leadership to the BIL business, ensuring that team members and contractors share the same vision, have clear understanding of the BIL strategy and direction, and provide an environment in which the Team can perform to the best of their ability to support the business objectives and commitments.

The General Manager's leadership of the BIL Business will have particular focus on:

- Instilling TasPorts values through their own behaviours and managing the behaviours of team members.
- Using performance management systems to effectively review and recognise workgroup and individual performance and address performance issues where required.
- Ensuring appropriate skill levels within the Department by identifying gaps in the individuals Training and Development plans and providing appropriate pathways for compliance to these plans.
- Developing a team culture that aligns the broader TasPorts values with specific BIL business management value drivers.
- The team's compliance to all TasPorts' policies, standards and procedures in the workplace.
- Ensuring the Department meet or exceed the Health, Safety & Environment (HSE) Management System requirements by fostering HS&E aligned working behaviours, conditions and practices, targeted at achieving zero incidents and injuries.
- High level commercial acumen, liaison and negotiations with external parties including marine engineering and technical service providers, contractors, port operations, key internal and external stakeholders

including local Government, State Government Agencies, TasPorts Board/Executive members, management and employees.

Technical Leadership

Manage the commercial, operational and financial performance of the business including:

- Develop a business plan and budget that optimises the financial results of the BIL Business.
- Manage all commercial aspects of the business including the creation and implementation of customer strategies, volume and revenue forecasts, value-based pricing, stakeholder management and all other commercial matters for the business.
- Manage all operational aspects related to the shipping service including vessel performance against industry standard reliability and efficiency metrics, performance of the crewing provider, operation of the equipment fleet and the performance of all operational contractors including stevedores, transport operators and related logistics service providers such as depot operators.
- Manage the performance of BIL Agents against contractual performance obligations.
- Provide appropriate safety leadership to the service and its operations with support from TasPorts Safety and Environment team.
- Interface with all necessary and appropriate Tasports Divisions and Departments to ensure all commercial, operational, financial and communication requirements of the business are met.
- Establish and produce business performance reporting and management insights that can be used with a range of stakeholders including the Board and Executive, customers and internal and external communication platforms.
- Ensure adherence to all TasPorts quality assurance standards, policies and procedures.

Scheduling

Ensure the shipping service is efficient and productive based on the following principles:

- A base plan of 52 return sailings per year between Devonport and Grassy.
- Any additional sailings are scheduled based on clear profitability and performance hurdles determined by the TasPorts Executive Leader and approved by the TasPorts CEO.
- Priority customers are regular shippers with long term commitments agreed under specific contract terms.

Measure and consider customer satisfaction through effective account management, including:

- actively seeking, analysing and recording customer feedback on the Service' performance, decision-making and communication.
- being nimble to address and respond to changing customer requirements particularly in relation to cargo seasonality and changed market circumstances affecting the King Island cargo exchange.

Key Success Factors

Critical challenges and focus areas for the role in the short to medium term include:

- Managing the expectations of customers and other stakeholders to the new Operating Model of the BIL shipping service.
- Managing the ship crewing contractor and considering alternative crewing models over time.
- Develop rapport and effective relationships with key customers including JBS / Livestock, Group 6 Metals (Mining), Saputo (Diary), Fertiliser and general cargo (Currie Cargoes).
- Communicate regularly with external stakeholders, including King Island community representatives.

- Ability to access necessary information, understanding the seasonal nature of critical cargoes.
- Enhance capabilities of employees by creating opportunities for personal and professional development.
- Operate effectively in an environment where there are conflicting demands on resources and budgets.
- Establish and maintain relationships within TasPorts departments.
- Ensure the effective utilisation of resources in conjunction with other Departments.

Key Capabilities

Element of Capability	Minimum or Ideally Required
Technical Skills	<ul style="list-style-type: none"> • Strategic Planning (M) • Scenario Planning (M) • Commercial Analysis (M) • Systems Design and Analysis (M) • Industry analysis (M) • Use of Microsoft Office Products – Outlook, Word, Excel (M), PowerPoint (I)
Social Skills	<ul style="list-style-type: none"> • Effective communication with broad range of levels (M) • Business Writing (M) • Conflict resolution (M) • Disciplining (M) • Team Leadership (M) • Team Membership (M) • Displaying a full range of Task & Relationship orientated Behaviours (M) • Facilitating (I) • Public speaking (M) • Managing culture (M) • Networking (M)
Leadership Skills & Competencies	<ul style="list-style-type: none"> • Living the Core Values - Champions the Core Values • Engaging People for the Challenge - Creates clarity and focus • Passion for Outcomes - Drives to improve performance • Taking the Initiative - Acts well ahead of time • Holding Self and Others Accountable - Demands high performance • Scanning the Environment - Investigates for further information • Conceptual Thinking - Applies Learned Concepts • Building capability - Coaches for the Long-Term • Influencing Others - Uses indirect influencing • Rigour - Drives rigorous processes for function

Element of Capability	Minimum or Ideally Required
Knowledge Field	<ul style="list-style-type: none"> • Operations, Logistics(M) • Shipping (I) • Business Improvement / Continuous Improvement (I) • Primary Industry(I) • Customer Management (I)
Experience (Including qualifications, accreditations and associations)	<ul style="list-style-type: none"> • Logistics (I) • Business management (I) • Leadership training, accreditation (M)
Wisdom	<ul style="list-style-type: none"> • The ability to demonstrate emotional intelligence in dealing with Shareholders, the Board, Peers, team members and Customers • The ability to show diplomacy, calmness and control in dealing with stakeholders • The ability to maintain confidentiality as and when required • The ability to conduct oneself in an exemplary fashion and live the organisational values inside and outside of TasPorts
Temperament & Valuing of the Work	<ul style="list-style-type: none"> • Working in the core process of the organisation i.e. being part of the cut and thrust of the making and selling of the core products and services through which TasPorts generates its revenue streams • Getting things done through other people • Being held accountable for the performance of others who can make or break the business where the external client/ customer can be totally unforgiving • Being tough, resilient and 'in charge' are strongly desired qualities. • Removing obstacles to overcome challenges under pressure as a constant

Employment Conditions

Australian Common Law Contract

Authorities

- This role carries the delegated authorities as defined in the TasPorts Delegations Manual
- TasPorts Health, Safety and Environment Responsibility and Authority: Refer to Section 4 of the *TasPorts HSE Responsibility and Authority Procedure*

Direct Reports

- BIL Finance Accountant

Internal Service Reports

- Shipping Administrator
- Fleet Manager (part time)
- Commercial Manager (part time)