

Job Description – Head, Global Shared Services

Job Title:	Head, Global Shared Services	Location, Country:	Bangalore, India
Business Unit:	Swire Shipping	Department:	Customer Service and Business Systems

Role Purpose (Why do we need this role?)

The Head, Global Shared Services leads and develops the Shared Services teams to deliver high quality and efficient support and outcomes to Swire Shipping’s customers globally. The Role entails improving customer service experience in conjunction with the frontline offices globally and to drive business process change and technical solutions application and improvement throughout the customer outcomes. Thereby contributing to business sustainability and growth.

Role Accountabilities (What is this role responsible for delivering?)

Customer Experience

- Accountable for overall customer experience and satisfaction regarding customer service and support
- Design and implement strategies for continually improving customer service experience to deliver customer satisfaction globally in collaboration with the frontline organisation
- Design and implement processes, automation solutions and systems to improve efficiency and effectiveness of the Customer Service teams and value delivered to customers
- Develop and ensure implementation and adoption of service procedures, policies and standards
- Handle major incidents (as defined by magnitude of issue, importance of customer, etc)

Reporting and Cost Control

- Prepare budgets and accounts for Global Shared Services
- Manage resources and optimise utilisation to achieve cost and service level targets

Developing the People and Function

- Keep up-to-date on Digital and Shipping industry and Customer Service developments, and apply best practices across teams and functions
- Work with internal colleagues and peers to lift organisation’s knowledge of the market (trends, competition, customer understanding) and to bring innovations to the market
- Lead employees to meet the organisation's expectations for productivity, quality, and goal accomplishment.
- Provide oversight and direction to the employees in the team in accordance with the organisation's policies and procedures.
- Plan staffing levels and work with Human Resources to recruit, interview, select, hire, and employ the right people within budgetary guidelines.
- Coach, mentor and develop staff, including overseeing new employee onboarding and providing career development planning and opportunities.

- Consciously create an engaging workplace culture that emphasizes the identified mission, vision, guiding principles, and values of the organisation.
- Lead employees using a performance management and development process including goal setting, feedback, and performance development planning.
- Empower employees to take responsibility for their jobs and goals. Delegate responsibility, drive accountability and provide regular feedback for continuous improvement.
- Manage and maintain effective employee work schedules including assignments, job rotation, training, vacations and paid time off, cover for absenteeism, and overtime scheduling.
- Maintain two-way transparent communication. Appropriately communicate organization information through department meetings, one-on-one meetings, and appropriate email, IM, and regular interpersonal communication.
- Deliver key people related activities in conjunction with HR that will lead to the enhanced engagement and retention of team members.

Crisis Management

- Lead crisis management efforts for the Global Shared Services organization as a part of the global crisis management team in case of crisis
- Provide input and feedback towards the ongoing improvement of the Crisis Management framework and procedure based on internal and external best practices.

Safety

- Take responsibility for the safety of myself and those around me by displaying safety leadership principles (i.e. Safety l's & Accountability ladder).
- Challenging and stopping unsafe acts and behaviours or unsafe conditions.
- Comply with the Global Safety Standards, Policies and Operating Procedures.

Key Qualifications & Skills (What knowledge will ensure success in the role?)

Qualifications

Minimum 10 years' of leadership experience in shipping / logistics with experience in digital and process automation solution application. Leadership experience within continuous improvement / lean focused organisation an advantage.

Technical Skills

- Experience with DPA and RPA solution application
- Experience with workflow and daily work management principles
- Lean principles around problem solving and continuous improvement
- Working knowledge of customer service software, databases and tools

Professional Skills

- Leadership experience in shipping within operations and/or customer services area
- Drive to meeting the expectations and requirements of internal and external customers by providing improvements in products and services. Talks and acts with customers in mind. Builds a high level of customer orientation throughout the organisation.

- Collaboration and communication: work effectively with internal and external stakeholders across locations and functions; actively seeks and provide help to colleagues
- Demonstrated ability to proactively strategise and plan effectively, and deliver outcomes in a competitive business environment.
- Leadership: ability to guide and grow people to deliver business and organizational result

How to apply?

If you feel you have the skills and experience necessary for the role and it offers the appropriate challenge in line with your career aspirations, please submit your application and resume [here](#).

Application Deadline: 18 July 2019