



## POSITION DESCRIPTION

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<b>Position Number</b>	:	1
<b>Position Title</b>	:	<u>Branch Managers</u>
<b>Direct Reporting</b>	:	
<b>Financial Delegation</b>	:	\$1,000.00
<b>Department</b>	:	Technical & Operations
<b>Location</b>	:	Lautoka/Labasa/Valelevu
<b>Role Reports To</b>	:	General Manager Technical Operations

### Primary Objective of Position (describes how the position contributes to the Company)

Managing and overseeing branch personnel, supervising branch operations, and ensuring efficient operation on a day-to-day basis. Improving productivity and streamlining branch activities to maximize results and achieve peak performance levels.

### Key Activities

The **Branch Manager** is accountable to the **General Manager Operations** and is responsible for managing, controlling and overseeing the day to day delivery of Technical Operations in the branch including the following activities:-

#### 1. Collection of Revenue

- Ensure compliance to revenue collection procedures
- Monitor that revenue collection transaction are accounted for (by issuing receipts)

#### 3. Regional Development (Stakeholders Meetings)

- Attend the meeting – representing the authority on matters relative to transport in the regions.
- Participate in the decision making
- Advise on any new development relative to transport

#### 4. Policies, procedures and implementation

- The incumbent will have delegated authority from the General Manager – Technical/Operations to undertake the full range of duties associated with the position.
- Recommend and suggest policies and practices to the General Manager-Technical/Operations who may in turn refer them to the Chief Executive and LTA Authority for approval
- Implement compliance and standards and traffic management policies and procedures
- Implement any other authority's program
- Overseeing the introduction of new legislative and enforcement responsibilities within the branch and handling high levels concerns in relation to such matters.

#### 5. Change Management Process

- Lead the branch team in implementing the change process
- Communicate and lead the change among staff and stakeholders

#### 6. New Business Initiatives

- Identifying opportunities for improvement in the delivery of registration, licensing and other operational services.

#### 7. Customer Services

- Ensure prompt response to enquiries
- Prompt response to stakeholders

#### 8. Management/Administration Support

- Set original budget and monitor expenses.
- Effectively managing the branch budget and resources within the guidelines set by the Authority.
- Set, monitor and assess performance of direct reports in the branch
- Guide and coach staff in maintaining quality work.
- Provide support to legal services on tribunal matters
- Provide monthly branch reports
- Attend monthly management meetings
- Make decisions on transport matters under delegated powers
- Identifying opportunities for improvement in the delivery of registration, licensing and enforcement services

### Accountabilities/Outputs

### Performance Measures

### Responsibilities – key competencies

#### Competence Business

#### Competency Description

Strategic Development

Predict issues and formulate potential courses of action to develop and achieve objectives.

Business Performance	Establish performance management measurers for a function/division managing adjustments and variations
Change Management	Diagnose change issues/new directions; establish the necessary organizational capabilities and responses.
Planning	Develop/review a work plan for sections (multiple operations) to achieve specified objectives.
Resourcing and Organising	Establish the resource levels to achieve targets and objectives and identify and communicate the key responsibilities and priorities (Section focus)
Information Analysis	Analyse information from many sources, compile conclusions and make recommendations
Documentation	Present information in a report that explores the links between issues and key points draw conclusions and make recommendations
Systems and Procedures	Undertake defined modifications/reviews to procedures; draft manuals/instructions.

### Customer

Customer Commitment	Develop relationships with customers and devise methods to improve the Company's response to their needs.
Quality focus	Monitor the standard of work for your team/unit against established standards
Company Values	Provide constructive feedback and guidance to staff on maintaining image and value standards. (Section focus).

### Professional

Legal Compliance	Provide internal and external customers with prepared responses to relevant laws and regulations.
Financial	Review financial data and highlight issues for consideration by others.

### Operational

Health and Safety	Apply safety rules and report on breaches or accidents in workplace.
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### Interactions

External	Business community Government Department LTA Customers Municipalities Passengers and commercial goods transport operators Police Department
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## PSV Operators

Internal

All Staff  
LTA Management  
Manager Standards & Compliance  
Manager Traffic Management Services

### Person Specifications:

#### Qualifications

Essential

Degree in Business Management or its equivalent in any other field.

Desirable

Degree in Engineering

#### Experience (Essential)

At least 5 years relevant experience

#### Knowledge (Courses or Field Experience)

Ability to provide practical advice on procedures, policies and standards  
Knowledge and experience in commercial transport operation and management  
LTA Act & Regulations  
LTA procedures and policies  
OHS Regulations  
Sound technical knowledge  
Transportation Regulations  
Well versed with Regulation pertaining to Vehicle Registration and inspection  
Court Procedure

#### Language Proficiency

Basic understanding of Hindi/Fijian  
Good command of English

#### Skills (Fields of Application)

Computer literate  
Excellent interpersonal communication skills  
Ability to provide concise and authoritative advise  
Excellent interpersonal communication skills  
High level of leadership, influencing and networking skills  
Highly developed analytical, conceptual and investigate skills  
Must have leadership skills  
Proven leadership and motivational skills in road transport  
Supervisory and Management skills

### Personal Attributes:

#### Attribute Type

#### Attribute

Behavioural

Accepting/Compliant  
Accountable  
Customer focused  
Energetic

Interpersonal

Self Sufficient and Assured  
Team Oriented  
Trusting

Thinking

Analytical  
Business Acumen  
Decisive  
Disciplined/Systematic  
Flexible/Adaptable  
Initiative  
Well Organised.