

Maxim Projects Limited – Position Description - DRAFT

Role Title: General Manager Professional Services

Reports to: Managing Director

Direct reports: Senior Project Manager, Engineering Manager, Quantity Surveying Manager, Design Manager (The Professional Services Management Team).

Role Purpose: As a member of the senior leadership team, effectively manages the Professional Services function for the Maxim Group so that all work is completed to required standards, within the time frames and profitability targets agreed. Takes financial ownership and accountability for the Professional Services function ensuing financial performance targets are met.

Location: This role is a National role and based in the Christchurch Head Office, currently located at 238 Annex Road, Christchurch however the General Manager Professional Services will be required to travel throughout New Zealand as appropriate to ensure responsibilities are effectively undertaken.

Key Relationships:

- The General Manager Professional Services leads the Professional Services Management Team.
- The General Manager Professional Services works closely with the Directors and the senior management team.
- The General Manager Professional Services works with key suppliers, stakeholders and clients.

Key Objectives of the General Manager Professional Services:

The General Manager Professional Services is responsible for:

- Ensuring all Professional Services Consulting work is undertaken in accordance with Maxim's best practice standards and is completed on time and within the profitability targets agreed.
- Ensuring the Professional Services function operates in a manner that proactively enhances business for Maxim as a whole.
- Ensuring the Professional Services function operates profitably.
- Effectively managing and leading the Professional Services Management Team so each employee understands their responsibilities, is equipped to perform their role and is appropriately measured and acknowledged for performance.

Responsibilities include:

Management of the Professional Services Management Team

- Establishing KPI's and objectives for all direct reports and managing performance in accordance with these measures.
- Managing all direct reports using established people management practices and the Maxim performance management system.

Professional Services Management

- Develops and implements an annual operating plan to support the strategy of Maxim as a whole.
- Oversees and provides guidance to the Professional Services Management Team on consulting assignments so that problems and challenges are resolved and that work is completed to Maxim best practice standards, on time and within the profitability targets agreed.

- Reviews and establishes Maxim best practice procedures for Professional Services Consulting. Implements procedures through training and support to all relevant Maxim members.

Financial Performance

- Actively manages the time, cost and resource budgets of the Professional Services Function so that the function as a whole and each individual professional service is profitable.
- Ensures all work is appropriately and accurately priced and invoiced to the client and that all invoices are paid within the time agreed. Actively resolves all issues around invoicing so that credits are minimised.
- Reports monthly to the Directors on key measures including profitability and variance to budget.
- Provides additional reporting as required to Directors and Senior Management.

Relationship Management

- In conjunction with the Directors and Senior Managers, actively manages relationships with Clients, Key suppliers and Stakeholders to ensure working relationships are maintained in an effective and positive manner.
- Manages internal relationships with Senior Managers, proactively seeking to support decision making, trouble shoot problems and resolve challenges.

This is not an exhaustive list of responsibilities and the General Manager Professional Services will be required to undertake any other task or action reasonably requested by the Managing Director.

Skills required:

In order to perform the responsibilities listed and achieve success in the role, the General Manager Professional Services will demonstrate the following skills:

- Consulting Management skills – understanding how to effectively manage a team of consultants within professional services to ensure work is appropriately resourced, monitored, completed on time and within the profitability targets agreed.
- Financial acumen – understanding how to measure financial performance, increase revenue and control costs effectively together with a strong understanding of pricing and budgeting within a consulting context.
- People management skills – understanding how to lead and motivate strong performance in people with different responsibilities, how to effectively manage poor performance and disciplinary matters and create a collaborative and supportive team.
- Decision making skills – understanding how to critically assess a situation and develop solutions that consider the immediate impact and the impact on the business as a whole.

Behaviours required:

In order to perform the responsibilities listed and achieve success in the role, the General Manager Professional Services will demonstrate the following behaviours:

- Works positively with colleagues to achieve goals; experience is shared and help is actively sought and proactively offered. Strong working relationships are developed and maintained across the organisation.
- Proactively assesses challenges and formulates solutions to ensure the smooth and effective running of the Maxim business.
- Actively demonstrates professionalism throughout the organisation and the industry and is a credible and trustworthy person who holds the respect and loyalty of all stakeholders.
- Strongly leads by example, provides clear expectations and direction. Causes people to believe what they do makes a difference and uses different leadership styles to achieve objectives.

- Has tenacity in pursuing goals, showing focus in the face of opposition and ensures personal goals are aligned with the company objectives.
- Demonstrates a strong understanding and commitment to the goals and objectives of the organisation, regularly contributes to formulating goals.
- Makes the insightful, timely decisions in difficult, high complex situations that have broad impact across the company.
- Champions the 'quality cause', sets directions, defines standards and values and embeds continuous improvement inside and outside areas of responsibility.
- Displays strong commercial acumen. Analyses key drivers, opportunities and competitive advantages to develop strategies to benefit the business.
- Strives to keep a constant "eye" on the market through building rapport with key contacts, networking and keeping up to date with market information through research in various media/formats.

Policies and Procedures

Maxim has developed policies and procedures to guide employee's behaviour in respect to a variety of employment related matters. It is an obligation of your employment with Maxim that you adhere to these policies and procedures. All employees have access to these policies and procedures which are held on the XXX Drive.

Goals and Objectives

As part of the annual performance appraisal process, individual goals and objectives for the year will be established and agreed upon with your Manager. The employee's performance in respect of these goals and objectives will be monitored and reviewed during the performance appraisal process.