

Operations/UAE Compliance Manager

Seatronics Vision and Mission

Seatronics are the Marine Technology Specialists. With our solution focused culture, engineering strength and extensive product knowledge, our vision is to remain the leading provider of marine electronics solutions to the global subsea market. We supply specialist subsea solutions pursuing excellence both in engineering capability and customer support. Our continually developing expertise allows us to provide full service capability on demand encompassing rental, sales, service & repair, calibration, personnel and asset management.

Overall Purpose of Role

The Operations Manager will promote the rental and sales of equipment across the region. The role is directly accountable to the Regional Manager managing the current resources to deliver or exceed the agreed rental and sales targets at or above the agreed profit percentage.

As UAE Compliance Manager you will oversee and maintain the Export Controls compliance framework, managing the associated activities to meet international legal and regulatory obligations. This role has global relationships across the business to ensure Export Control compliance is adhered to at all times. You will work with the Group Compliance Director to implement policies, processes and procedures. You will provide local knowledge on classification and license requirements and report monitoring compliance levels and effectiveness of controls to the Group Compliance Director.

Relationships: Reports directly to the Regional Manager. Manages the Operations and Engineering team. Liaises with SMT, operations and engineering staff, auditors, clients and suppliers.

Key Responsibilities and Accountabilities

Operations

- Report to the Senior Management on all matters arising that may impact on the company i.e. reputation, market standing, client relations, profitability, continuation of work, quality of service, performance of all operatives, Health & Safety & welfare of operations personnel.
- Leading the Rental Sales effort within the company to manage the growth and development of our Rental Sales Division
- Identifying and developing new customers throughout the Region on behalf of our represented products.
- Visit Clients for technical and general sales and being on call out of hours to be able to support clients when required
- Provide regular updates to Senior Management including rental orders and revenue forecast, details of new leads and prospects that are material to the company.
- Ensuring and reporting of lack of stock for contracts as well as lost hires
- Participate in the reduction of commercial risk to the company by actively negotiating contractual terms and conditions into which Seatronics enters
- Support the Regional Manager to ensure equipment sales are maximized where possible
- Liaising with the Global Team to plan and deploy the equipment sales and rental
- Monitor & review contract status to ensure on time delivery
- Ensure the team update the asset system contracts with any contract changes including PO, Standby rates, Off-hire etc
- Ensure invoices are created all hire and sales orders as well as lost and damaged equipment on a daily/monthly basis, sticking to deadlines provided by accounts team.
- Ensure purchase orders and x-hire purchase orders are created.
- Ensure payments are posted and that customer balances are up to date

Compliance Manager

- Support the Group Compliance Director to maintain an Export Control regulations compliance framework
- Support the business providing advice on Export Control related queries including providing assistance with export classification and license requirements.
- Monitor compliance activities and effectiveness of internal controls conducting assessments and audits on Export Control Policies, processes and procedures

Experience and Qualifications

Desirable experience and qualifications are as follows:

- Degree or equivalent in a relevant area
- Experience of working in a Global organisation across multiple locations, including offshore
- Experience managing a team in a fast paced sales environment
- Experience of managing an asset rental pool to ensure good utilisation and budgetary control
- Experience of using Word, Excel, Powerpoint and Outlook in the workplace to carry out a variety of tasks
- Experience of collating and presenting statistical or financial data

Skills and Knowledge

- Knowledge of the oil and gas sector including the offshore market
- Market awareness of marine equipment and subsea operations
- Excellent organisational and time management skills
- Exceptional attention to detail with good analytical skills
- Strong problem solving skills
- Demonstrated verbal communication skills
Seatronics' compliance processes, including but not restricted to Customs/Export Control/Import/Anti-Bribery/QA

Personal Qualities

- Ability to work to tight deadlines on multiple complex issues and remain calm under pressure
- Customer focused with a forward thinking attitude
- Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
- Ability to establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organisation.
- Ability to positively influence others to achieve results that are in the best interest of the organisation.
- Ability to assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- Conscientious and helpful
- Willingness to learn and participate in in-house training

Work Requirements

- Provide effective leadership of the function in accordance with the company's values, goals and objectives.
- Willingness to maintain Continual Professional Development to ensure your own knowledge base enhances Seatronics' capability and that you comply with the company's policies, processes and principles.
- Maintain integrity by being honest and transparent with staff, clients and suppliers in line with business policies.
- Highlight new technologies or working practices which may benefit the company by way of the Process Improvement Report (PIR) process.
- Actively participate in regular team and company events as required.
- Ensure we focus on being customer centric by developing good relationships with clients and suppliers and providing outstanding levels of service to ensure client needs are met on time, every time.
- Participate in the leadership and commitment of QHSE to ensure there is zero harm to our people, the environment and equipment.
- Take an active role in ensuring the quality of our products and services fully meets customer requirements.
- Ensure you work in line with various areas of compliance, including but not restricted to Customs/Export Control/Import/Anti-Bribery/Quality Assurance (QA).
- Ideally have a clean driving license and the ability to travel to global companies when necessary.
- Ensure you are deemed fit for the role or assignment being undertaken by undertaking medical examinations/tests and/or vaccinations in line with local legislation.

Competency requirements

Essential competencies that are critical for job success

6.2 Delivering results and meeting customer expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way
- Consistently achieves project goals

1.1 Deciding and initiating action

- Makes prompt, clear decision which may involve tough choices or considered risks
- Takes responsibility for actions, projects and people
- Takes initiative, acts with confidence and works under own direction
- Initiates and generates activity

4.2 Applying expertise & technology

- Applies specialist and detailed technical expertise
- Develops job knowledge and expertise through continual professional development
- Shares expertise and knowledge with others
- Uses technology you achieve work objectives
- Demonstrates appropriate physical co-ordination and endurance, manual skills, spatial awareness and dexterity
- Demonstrates an understanding of different organisational departments and functions

7.2 Coping with pressures and setbacks

- Works productively in a high pressure environment
- Keeps emotions under control during difficult situations
- Balances the demands of work and personal life
- Maintains a positive outlook at work
- Handles criticism well and learns from it

Desirable competencies for job success

8.2 Entrepreneurial and commercial thinking

- Keeps up to date with competitor information and market trends
- Identifies business opportunities for the organization
- Demonstrates financial awareness
- Controls costs and thinks in terms of profit, loss and added value

3.2 Persuading and influencing

- Makes strong personal impression on others
- Gains clear agreement and commitment from others by persuading convincing and negotiating
- Promotes ideas on behalf of self or others
- Makes effective use of political processes to influence and persuade others