



Samoa Land Corporation

Job Description

1. Job Identification

Job Title:	Team Leader, Fugalei Market
Department:	Investment Department
Location:	Headquarters
Reports to:	Manager, Investments
Direct Reports:	List staff at market including nightwatchmen, accountant, maintenance

2. Job Purpose

The position is responsible for every aspect of the day-to-day functioning of the market, including monitoring of the financial performance of the business unit as well managing staff, stock and other resources.

3. Key Result Areas

- Planning / Policy Development
- Budget Formulation and Accounting
- Operations Management
- Facilities Management
- Business Development
- Debt Management
- Marketing
- Compliance Monitoring
- Performance Management
- Staff Development
- Reporting

4. Main duties and responsibilities

Main Duties and Responsibilities	Deliverables / Outcomes
PLANNING / POLICY DEVELOPMENT	<ul style="list-style-type: none"> • Assist in Planning and Policy Formulation for the Corporation. • Regularly Review agreements with, and guidelines for, tenants, stall operators, businesses & other occupants for efficient and effective operation of the market place. • Agree with the Manager, Investments annual operational work plans for the Savalalo Market with KPIs and their targets.
BUDGET FORMULATION / ACCOUNTING	<ul style="list-style-type: none"> • Develop the annual Savalalo Market operational budget for submission to the Manager, Investments for incorporation into the departmental operations budget. • Monitor stall holders' payments, ensuring that any problems regarding payments are resolved quickly and efficiently.
OPERATIONS MANAGEMENT	<ul style="list-style-type: none"> • Overall efficient & effective management of: <ul style="list-style-type: none"> ○ Market employees ○ Market facilities & environment ○ Other facilities and services offered. • Ensure key strategic and operational decisions are communicated and implemented promptly at the market. • Address within the specified timeframes all non-conformances identified in management letters as a result of internal audit processes.
FACILITIES MANAGEMENT	<ul style="list-style-type: none"> • Ensure that the Market place is well kept at all times, hygienically clean and kept in compliance with workplace health and safety standards. • Ensure cleaning and maintenance services are consistently carried out and budgeted.
BUSINESS DEVELOPMENT	<ul style="list-style-type: none"> • Assist the Manager, Investments in developing objectives and strategies for business growth and ensuring that such strategies are implemented.
DEBT RECOVERY	<ul style="list-style-type: none"> • Assist in implementing appropriate recovery mechanisms for collecting outstanding payments.
MARKETING	<ul style="list-style-type: none"> • Provide input into the formulation and coordination of marketing strategies, policies and activities to maximise revenue potential from Savalalo Market.
COMPLIANCE MONITORING	<ul style="list-style-type: none"> • Implement and effectively monitor control systems for collection of revenues. • Work collaboratively with the Internal Auditor to ensure compliance at the system and individual levels with policies, procedures and best practice financial management and operating standards.

Main Duties and Responsibilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> • Ensure practice improvements recommended by the Internal Auditor, and approved by the Board, are implemented efficiently and effectively.
PERFORMANCE MANAGEMENT	<ul style="list-style-type: none"> • Agree a schedule of work with targets for functional work areas and monitor progress toward work targets. • Take remedial action where performance is less than optimal to meet performance targets. • Agree annually the KPI and targets for the Savalalo business unit with the Manager, Investments • Conduct periodic evaluation of performance of Savalalo business unit against agreed KPIs.
STAFF DEVELOPMENT	<ul style="list-style-type: none"> • Work with the HR & Administration Section to analyse staff training and professional development needs. • Communicate to the HR & Administration Section training and professional development needs identified during the process of individual performance assessments. • Conduct regular on-the-job training for staff under supervision.
STAKEHOLDER ENGAGEMENT / STAKEHOLDER MANAGEMENT	<ul style="list-style-type: none"> • Engage with stakeholders, including tenants, stall operators, businesses and market users and ensure they are consulted regarding any significant changes to the way the market operates. • Ensure systems and procedures required for market maintenance are implemented and maintenance schedules are strictly followed. • Respond to customer queries and complaints, escalating issues which cannot be expeditiously dealt with to the Manager, Investments.
REPORTING	<ul style="list-style-type: none"> • Provide Manager, Investments with weekly, monthly and quarterly reports on all operations of the Market, including information on income and expenditures.
OTHER	<ul style="list-style-type: none"> • Any other duties as assigned by the Manager, Investments from time to time.

5. Working conditions

Work is performed usually indoors under normal work conditions in a quiet, clean and comfortable environment. Some outdoor work may be required during inspections as part of the process of compliance monitoring. Schedules are usually established and regular, usually 40 hours per week. The job incumbent might be occasionally required to work extended hours in the evening after usual work hours.

6. Physical requirements

Normal physical requirements. No prolonged sitting, standing or lifting of heavy objects required to undertake the role.

7. Job Profile / Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Education:	<ul style="list-style-type: none">• Minimum of Diploma in Accounting/Economics/Marketing or relevant field.	
Relevant Work Experience:	<ul style="list-style-type: none">• At least 5 years of relevant experience.	Previous experience managing a large retail complex.
Specialised Knowledge (Technical Competencies):	<ul style="list-style-type: none">• Knowledge of financial budgeting and accounting.• Experience in facilities management (property management / maintenance, hospitality).• Experience in debt collection.• Experience in organisational and human resources performance management.• Experience in fostering business relationships.	
Skills and Abilities (Personal Competencies):	<ul style="list-style-type: none">• Ability to use own judgement and initiative to plan, prioritise and meet deadlines.• Ability to demonstrate creativity through realistic and achievable initiatives.• Ability to lead by example by portraying professionalism and positive attitude.• Good conflict resolution, interpersonal and negotiation skills.• Ability to effectively work within a team environment.• Well-developed oral and written communication skills.• Excellent customer service skills with the ability to interact with a wide range of stakeholders.	
Professional Certification:		