

# JD074 – General Manager

## What does Sil-Mid do?

Silmid is a specialist distributor of adhesives, sealants, lubricants and other specialist products into a large customer base primarily working in Aerospace and Aviation. This requires an exceptionally high quality of service and attention to detail from our sales team. Our business serves over 6000 customers each year in 110 countries and lists over 9,000 products. Silmid has a well-known and highly regarded website and services 80% of our transactions online.

Silmid joined the GracoRoberts group ([www.gracoroberts.com](http://www.gracoroberts.com)) in March 2021 and is now part of a \$100m+ business with 6 locations and over 150 staff. Our vision is to be seen to be the best and most professional distributor in the markets we serve.

## Job brief

At Silmid, we relate our success directly to the strength of our management team. To continue operating at our high standards, we are seeking an experienced general manager to join us.

As an ideal candidate, you will be a born leader with previous managerial experience. You will have proven experience overseeing operations, and potentially human resources, finance, and communications departments, too.

You are an expert communicator with a strong ability to delegate responsibilities and collaborate across a wide range of departments. Ultimately, you're driven by the desire to lead a team toward maximum productivity and efficiency.

## What does a General Manager do?

Accountable to the CEO for the activities of the business with an emphasis on results. You will have autonomy in operating within the business and being able to justify investments as well as changes in key strategies or personnel.

Directs and oversees the daily operations so that they align with the vision of the company. Promotes the goals of the organisation, while optimising and improving the bottom line of the company.

## Responsibilities

### 1) Strategic planning skills

GMs must ensure the development and implementation of a clear strategic plan for an organization or business unit.

- Oversee day-to-day operations.
- Help set and meet operational key performance indicators (KPIs) that are aligned with corporate strategy and goals
- Work closely with the corporate leadership team to help execute company vision, goals, and culture
- Develop strategic plans for optimized productivity.
- Create, review and improve organisational effectiveness by developing processes, overseeing employees, establishing a highly motivated work environment, and creating innovative approaches for improvement.
- Uphold standards of excellence and high levels of quality.
- Seek out opportunities for expansion and growth by developing new business relationships.
- Maintain project timelines to ensure tasks are accomplished on time.

### 2) Financial Planning

GMs are responsible for looking at the future of the business and making key investments and investment recommendations.

- Develop, implement, and maintain budgetary and resource allocation plans.
- Handle business procurements and cost saving methods
- Manage company property.
- Manage Health & Safety for all employees.

### 3) Interpersonal skills

GMs must be able to support the development of a healthy internal culture that retains key employees and encourages their professional development.

- Oversee recruitment decisions and performance development of employees to achieve sales, profitability, market share and business plan objectives.
- Enforce all policies, procedures, standards, specifications, guidelines, training programs, and cultural values.
- Resolve internal staff conflicts efficiently and to the mutual benefit of those involved.

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## 4) Leadership skills

GMs are responsible for leading entire business units or divisions of an organization.

- Work with department heads effectively
- Provide guidance and feedback to help others strengthen specific knowledge/skill areas.
- Delegate responsibilities to the best employees to perform them.

## Person Specification

	ESSENTIAL	DESIRABLE	ASSESSMENT
<b>Training &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Bachelor's degree in business management or related field</li> </ul>	<ul style="list-style-type: none"> <li>• Master's degree in business management or related field</li> <li>• Previous performance evaluation experience</li> <li>• Working knowledge of human resources processes</li> </ul>	Application Form/ Interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven experience and record of accomplishment in a managerial role</li> <li>• Management experience in distribution, logistics, procurement, or supply chain</li> <li>• Aerospace or Aviation experience a distinct advantage.</li> <li>• Experience of working in an ISO9001 quality environment.</li> <li>• Minimum 5 years P&amp;L responsibility</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in a supervisory role</li> <li>• Experience in handling demanding situations</li> <li>• Experience working with cross-functional teams (e.g., Sales, Marketing, Supply Chain)</li> </ul>	Application Form
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Strong decision-making capabilities</li> <li>• Above-average communication, collaboration, and delegation skills</li> <li>• Proven ability to develop and maintain financial plans.</li> <li>• Strong working knowledge of operational procedures</li> <li>• Excellent and proven IT skills and knowledge of ERP, CRM, and Ecommerce</li> <li>• Proficient leadership, organisational, and supervisory skills</li> <li>• Superior training and presentation skills</li> <li>• First rate skills in understanding, creating, and analysing financial reports and budgets.</li> <li>• Produce high level of quality of service to colleagues.</li> </ul>	<ul style="list-style-type: none"> <li>• Thorough knowledge of marketing strategies</li> </ul>	Probation
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Highly responsible, dependable, and professional</li> <li>• Confident and capable</li> <li>• Natural relationship builder</li> <li>• Demonstrates positive attitude.</li> <li>• Continuous improvement mentality</li> <li>• Cordial and amendable.</li> <li>• Resourceful and inventive.</li> </ul>		Probation

## Silmid Values

### Innovative

- We expect you to suggest innovative SOLUTIONS to improve your individual work process
- We expect you to welcome and appreciate CHANGE as a positive move to growth.
- We expect you to engage positively to our DIGITAL systems.

### Commitment to Customers

- We expect our customers to be SURPRISED and DELIGHTED
- We expect CUSTOMER SATISFACTION to be the upmost priority
- We expect enthusiastic, engaging and POSITIVE customer service with all internal or external stakeholders

### Quality

- We expect an EXCELLENT quality of service to be delivered at all times
- We expect ZERO DEFECT
- We expect to deliver to SOURCE OF TRUTH

### Professional

- We expect you to be professional in how you CONDUCT yourself and adhere to our policies
- We expect professional STANDARDS of dress and housekeeping

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- We expect professional BEHAVIOUR to all colleagues, customers and suppliers when representing Silmid

<b>Reviewed Date:</b>		<b><i>JD074 General Manager</i></b>	
Manager		Employee	
Sign		Sign	