

Role Description for GENERAL MANAGER

KEY RESPONSIBILITIES

1. De Beers Liaison

- a. Building trusting working relationships with relevant De Beers employees in Botswana, with emphasis on the DBGSS Sales Team at Vice President and Key Account Manager levels.
- b. Using those relationships to support Hennig clients' standing with De Beers, for greater understanding of clients' businesses by DBGSS Execs and in support of rough allocations to Hennig clients, including 'backup broking' with DB Execs between Sights.
- c. Liaison with DBGSS ahead of Sight and on other occasions when Hennig clients are in Gaborone, for example to ensure access to Sight for visitors, Sight room bookings.
- d. Arranging events for building relationships between Hennig team and De Beers team.

2. Sight Services

- a. Managing the processes which support client and Hennig team visits to Gaborone for the De Beers Sight, including car transfers, hotel reservations, visa applications and renewals, flight bookings and amendments.
- b. Maintaining relevant records of client attendance at Sight, logistics and costs.
- c. Representing Hennig at Sight at the start and end of Sight week when the rest of the Hennig team may be in transit to or from Gaborone.

3. Beneficiation Support

- a. Building relationships with factory managers in Gaborone, including WDM Botswana.
- b. Building a productive working relationship with Diamond Hub, Diamond Office and other Ministry officials.
- c. Supporting Technical Visits to factories by Diamond Hub/Office and DBGSS.
- d. Monitoring local industry trends, beneficiation objectives, rough utilisation, employment levels, issues and challenges.
- e. Maintaining relevant records and data re beneficiation, seeking insights to improve beneficiation for clients, Ministry, and De Beers.
- f. Supporting Hennig's resident Director to liaise with the BDMA as necessary.

4. Office Management

- a. Managing the Hennig office: physical infrastructure, information technology, telecoms, Internet access, physical and information security.
- b. Input into the annual budgeting process and managing costs.
- c. Managing local employee(s) and other resources required to run the office and Sight systems effectively.

5. Regional and Other:

- a. Building relationships with Hennig clients in Namibia and South Africa by visiting their operations and getting to know key people in client organisations across Southern Africa.
- b. Building interaction and relationships with De Beers Group sales executives across the region, specifically in NDTC and DBSSSA.
- c. Supervision of Hennig team and resources across the region.

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- d. Support new business initiatives as required across all Hennig activities; proactively seek out new business opportunities for Hennig and appropriate CSR activities, in Botswana and across the Southern African region.

EXPERIENCE

- Demonstrated experience in a relationship based B2B or high-end B2C environment.
- Experience of general management: running an office, a team, a budget.
- Track record of delivering results in pressurised, complex and demanding environments.
- Experience of building cross-cultural relationships with people from around the world.

KNOWLEDGE and SKILLS

- Strong interpersonal skills in relationship building.
- Diplomacy & discretion.
- Excellent written and oral communication.
- Ability to work across cultural and geographic boundaries, cultural sensitivity.
- Knowledge of business principles, ability to understand a P&L, Balance Sheet.
- Probably qualified to Degree level in a numerate or business/commercial discipline.