

BENCHMARK - ROLE DESCRIPTION

General Manager

Developing Expertise

Keeps up to date with products, services, systems and procedures.



Fundamental requirement in the role to keep up to date with new products, services, systems or procedures.

Thinking and Planning

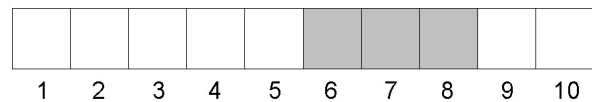
Anticipates potential problems and opportunities within the planning process.



Above average requirement in the role to analyse data as part of the planning and forecasting process.

Communicating Expectations

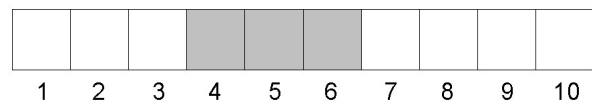
Sets measurable performance standards, objectives and goals to be achieved.



Above average requirement in the role to communicate performance standards for different departments.

Structuring Tasks

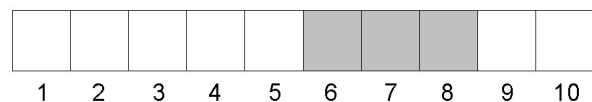
Demonstrates a systematic approach to organisation and administration



Fundamental requirement in the role to demonstrate a systematic approach to organisation and administration.

Leading the Team

Provides leadership which utilises the full potential of the team.



Above average requirement in the role to demonstrate a proactive approach to managing change.

Building Relationships

Works closely with other departments to build effective relations.



Fundamental requirement in the role to work with other departments and build effective relations.

Focusing on Quality

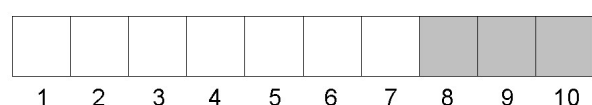
Improves quality and service standards by paying attention to detail.



Above average requirement in the role to maintain a consistently high standard of quality and service.

Achieving Results

Focuses on producing results through encouraging high achievement.



Considerable requirement in the role to be innovative or take calculated risks to achieve objectives and results.