

Corporate Services Department

Job Title	General Manager, Corporate Services Department
Position Level	General Manager
Reports to	CEO
Function	• Accountable for consolidating and leading support services comprising Human Resources & Administration, Civil/estate maintenance and ICT. • Undertake and plan activities for attracting, developing, rewarding and retaining employees through effective implementation of HR systems, policies and processes. • Ensure day-to-day administrative functions, travel services, fleet coordination, security, guesthouse, housekeeping, office property management and employee services are carried out efficiently. • Ensure harmonious industrial relations, adherence to workplace discipline, labor law compliance and timely implementation of PMS, training and succession planning processes. • Ensure planning, implementation, smooth functioning and up-gradation of IT systems, networks, applications, ERP/SAP, data security and ICT infrastructure. • Ensure the plant, colony, buildings, utilities and civil assets are maintained through timely planning, cost control, quality execution and monitoring of civil works.

Accountabilities/Responsibilities

Strategic

1. Participate in development of corporate policy, annual business plans and organizational transformation initiatives.
2. Develop a consolidated Corporate Services strategy covering people capability, administration efficiency, digital enablement, estate upkeep, employee services and support function service standards.
3. Align HR, administration, IT & Innovation, and Civil plans with business priorities, manpower plans, productivity targets and statutory requirements.
4. Drive service integration and role clarity across HR & Admin, ICT and Civil to reduce duplication, improve responsiveness and support lean and agile operations.
5. Lead change management, internal communication and capability building programs required for implementation of the approved organizational structure.

Financial

1. Finalize annual budgets for HR, administration, IT & Innovation, civil maintenance, security, employee welfare and support services based on annual business plans and approved manpower.
2. Manage costs through budgeting, monitoring of actual expenditure against approved budget and implementation of cost-saving initiatives.

3. Assess outsourcing opportunities for non-core support services, monitor outsourced contracts and ensure service quality, compliance and value for money.
4. Finalize and monitor IT & Innovation project budgets, civil maintenance budgets, administrative tenders and related service contracts.
5. Track manpower cost, administrative cost, maintenance cost, ICT cost and employee service cost and submit periodic variance reports to the management.

Customer

1. Ensure proper upkeep of facilities including plant, colony, offices and other company assets in coordination with relevant units.
2. Ensure timely resolution of employee grievances, HR service requests, administrative issues, ICT incidents and civil maintenance complaints.
3. Maintain effective liaison with government agencies, regulators, vendors, suppliers, service providers and other stakeholders for corporate services matters.

Process

1. Develop, implement and periodically review HR, administration, ICT and civil maintenance policies, SOPs and service standards.
2. Review manpower plans based on the annual business plan and recommend changes to the management and Board.
3. Lead recruitment, onboarding, placement, PMS, employee relations, training, succession planning, welfare, compensation review and HR data management processes.
4. Ensure closure of audit non-conformities related to Corporate Services Department within specified timelines and prepare risk mitigation plans.
5. Ensure planning and finalization of specifications for IT systems, networks, applications, telecommunications, ERP/SAP and cyber/data security requirements.
6. Ensure smooth functioning, implementation, upgrading and maintenance of ICT infrastructure, applications, hardware, network, connectivity and user support services.
7. Implement dashboards to monitor HR service delivery, administration services, ICT uptime, helpdesk TAT, civil complaint resolution, maintenance cost and employee service quality.

People

1. Drive development of high potential talent and create leadership pipeline within Corporate Services.
2. Ensure timely goal setting, monitoring, review and appraisal of staff under Corporate Service Department.
3. Provide guidance, counselling and feedback to team members to ensure a motivated and committed support services team.
4. Build capability in HR analytics, industrial relations, administration, contract management, IT & Innovation, ERP support, cyber security and civil project management.
5. Promote a service-oriented culture across the company with accountability, timely response, transparency and employee focus.

Functional Dimensions and Contextual Information	
Staff	The following sections/units shall directly report to the General Manager, Corporate Services Division: 1. Head, HR & Administration Division 2. Head, Civil & Infrastructure Division 3. Head, IT & Innovation Section
Internal/ External Roles	Internally: • Maintain professional working relationships with all functions to provide timely support services. • Monitor the performance of all staff under Corporate Services and build required competence. • Coordinate with other Department on Corporate Service requirements. Externally: • Maintain good relations with government agencies, labor/regulatory bodies, vendors, suppliers, service providers, DOCs and other relevant stakeholders. • Ensure effective contract management and service delivery for outsourced support services, civil works, IT & Innovation services and administrative services.
Qualification, Knowledge, Skills and Experience	Qualification: • Minimum Bachelor Degree from a recognized college/university obtained on a full-time mode, preferably MBA/ Professional certification in HR/Administration/IT/Project Management or Facilities Management. Experience: • Should have completed at least 10 years of relevant experience including study period of 18 months after a formal degree, preferably with leadership exposure in corporate affairs. Knowledge and Skills: • Knowledge of HR management, talent management, industrial relations, administration and labor compliance. • Understanding of ICT systems, ERP/SAP, digital service delivery, cyber/data security and IT project governance. • Knowledge of civil/facilities maintenance, project planning, cost control and contract management. • Understanding of budgets and business planning. • Excellent communication, negotiation, coordination and stakeholder management skills. • Leadership and organizational abilities with strategic thinking and problem-solving aptitude. • High integrity/ethics and ability to meet deadlines.
Employment Type	Contract

Key Performance Measures	Perspective	Strategic KPI
	Financial	Ensure budgetary discipline and cost optimization
	People	Strengthen workforce planning, performance management, employee capability, succession readiness, and grievance management
	Process	Improve efficiency, reliability, and responsiveness of services
	Strategic	Enhance governance, digital transformation, infrastructure quality, employee service experience, and long-term organizational capability

