

# Job Description

**Position Title:** Senior Program Operations Manager (Senior POM)  
**Location:** Accra; Ghana  
**Division & Department:** Oil and Gas Division, Program Operations Management  
**Position Reports to:** Vice President, West and Central Africa

## **COMPANY VALUES:**

All Authentix employees are expected to embrace our Company values in the performance of their respective tasks and duties.

Always with *integrity*.....Authentixians value:

- Teaming and collaboration
- Advancing science and technology - for a better world
- Dedicating ourselves to our clients' success
- Competing and winning in the marketplace

## **JOB SUMMARY:**

The Senior Program Operations Manager, Ghana, will have three main duties in delivering the National fuel marking program within Ghana. They will be responsible for managing the customer relationships with the key stakeholders in the NPA and other Ministries. The role also requires the management of the Authentix partners within the country in the delivery of the program and adherence to their contractual obligations. In addition, the Senior POM will manage the day-to-day operations of the fuel marking program on behalf of Authentix.

The Senior POM will interface on a daily basis with our partner and/or client as required and will be responsible for maintaining client satisfaction by ensuring that contractual obligations are met. They are also responsible for program updates to the POM and PMO group based in the UK and US, as well as assisting in specific Authentix projects.

## **SUMMARY OF ESSENTIAL JOB FUNCTIONS**

The essential functions listed below are representative of the functions that must be performed in order to satisfactorily fulfill the purpose of this job. Additional functions and duties may be assumed or assigned from time to time.

- Manage day to day relationships with the customer and local partners by building and maintaining a good working relationship through regular communication with key stakeholders.
- Drive revenue collection in a timely manner.
- Proactively monitor the performance of the deployed solution, report to stakeholders and take corrective action if necessary.
- Provide effective leadership and management



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- Establish and report on key performance indicators (KPIs)
- Interface with the Project Management Office and other internal departments as required to facilitate effective communications.
- Communicate project progress, timelines, status, schedules, risks, issues, and resolutions to stakeholders.
- Provide the Authentix Sales Team with all available support as requested
- Lead and manage specific Authentix projects as required
- Ensure regular audits are conducted in order to collect and report key data to write reports for internal and external use.
- Manage and coordinate the implementation activities as fuel marking operations expand to new terminals.
- Organize, manage and control the Authentix Standard Operating Procedures (SOP's) required for implementation and ongoing operations.
- Monitor and analyze the marking and testing results on a daily basis
- Manage and provide training to applicable personnel to include subcontractors, partners, regional agents and clients.
- Ensure equipment is operating within contractual agreed obligations
- Ensure compliance with corporate principles, values and policies
- Comply with health and safety policies and quality system

## **KNOWLEDGE, SKILLS AND ABILITIES**

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required to satisfactorily perform the essential functions of this job.

- Extensive experience of Government operations within Ghana
- Proven client management skills
- Experience in the Oil and Gas field
- Undergraduate degree, preferable in Chemistry, related science, or business
- Effective leadership and management
- Organization, drafting, implementation and enforcement of Standard Operating Procedures (SOP's)
- Project management and service delivery expertise
- Ability to manage Customer and partner relationships
- Effective organizational skills and ability to prioritize workload effectively
- Knowledge of procedures, standards and application of validation and Knowledge and applications of safety procedures (e.g. COSHH)
- Proficiency in the use of all Microsoft programs with a specific requirement of intermediate to advanced skills in the use of Excel, PowerPoint, and Word
- Effective communicator



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## **SPECIAL REQUIREMENTS**

- Advanced language skills in English (written and verbal).
- Experience working directly in fuels distribution including operations, logistics or auditing.
- Experience with other downstream Oil & Gas activities including terminal administration or additive operations
- There is an estimate of up to 30% in country and regional travelling required for this role and candidates should have no barriers or impediments to travel by air, road, rail or sea to other countries as required from time to time.