

Title: **Manager Networks Operations**
Reports To: **Chief Executive Officer**
Location: **Apia (with International travel time to time)**
Deadline: **Friday, 3rd March, 2017**

Purpose:

1. Direct management of the operations (including the network management system) for TUI-SAMOA Cable Networks
2. Manage and coordinate all functions for TUI-SAMOA operations in support of the requirements of the Sales team relating to activation schedules, O&M schedules, O&M forum, AR&R forum
3. Establish the skill base and systems necessary to, maintain and operate TUI-SAMOA
4. Specify and manage all supply contracts necessary to maintain and operate TUI-SAMOA and for future construction/capital expenditure projects (if any)
5. Co-ordinate the quality assurance of TUI-SAMOA and its suppliers such that TUI-SAMOA meets its operational and performance objectives and customer expectations in a cost effective manner

Key Accountabilities:

1. Ensure that the delivery of services to TUI-SAMOA customers meet specified service quality and performance standards
2. Ensure that a comprehensive Operations plan (including any project build work and risk management plan) is in place and executed in support of the TUI-Samoa Business plan
3. Ensure that all processes, procedures, contracts and other resources necessary for the successful operation and maintenance of TUI-SAMOA are in place and operating effectively and in cost efficient manner.
4. Ensure timely reporting on the overall Operations plan and its execution to SSCC management.
5. Ensure that the necessary network plans and associated capital and operational and Operation and Maintenance budgets are in place and managed in support of the Business plan .
6. Ensure that the TUI-SAMOA meets international quality and its specified performance standards
7. Ensure that the time for capacity activation or fault restoration is minimized through ensuring that TUI-SAMOA its Network Operations Centre, Landing Parties and as appropriate Backhaul providers are well coordinated
8. Ensure that TUI-SAMOA operation staff contracted via the LP's and NOC Provider are competent and accountable

9. Ensure that the appropriate and accurate information is available in a timely manner to support the billing and reporting requirements of TUI-SAMOA (including activation levels, budgetary and network performances, operational, maintenance and supplier issues)
10. Share information, knowledge and skills with other TUI-SAMOA staff to ensure the highest levels of skills are maintained, work and functions can be shared and that group synergies are enhanced
11. Ensure that staff that report to you are competent and accountable in their roles through maintaining their training and development, motivation, welfare and effective targeting
12. Ensure that the timely delivery of a fully functional NOC together with its network management system (dependent on NOC discussion)

Key Activities:

1. Development of TUI-SAMOA Network Operation plan, which is included in the TUI-SAMOA Business plan, and regular review of its implementation
2. Management of all network management issues in a cost efficient manner relating to the construction (if any) or operation of the TUI-SAMOA
3. Manage activation and fulfillment processes and systems with support from the Finance and Marketing Directors
4. Develop, maintain and implement contingency plans to protect the network from major disruption
5. Co-ordinate with the Commercial Director on all regulatory and environmental requirements impacting on TUI-SAMOA to ensure they are fully complied with
6. Develop and operate cost effective operational management processes and systems
7. Establish and take full accountability for the TUI-SAMOA Network Operations Centre (NOC) and Landing stations
8. Provide in a timely and appropriate manner to SSCC, including formal reports and submissions, on operational activities
9. Submit/Develop and subsequently manage as approved Operation and Maintenance budget and the associated reporting and monitoring thereof. Note this includes developing and maintaining the necessary network operational statistics for capacity management, performance monitoring and management reporting requirements
10. Maintain and develop the AR&R Forum and O&M Forum with support from the Sales team
11. Provide the necessary communication with operational customers on O & M and A & R matters. This will need to be co-ordinated with the Sales team
12. Manage and co-ordinate the periodic operational risk review
13. Recruit staff and contractors as appropriate to implement and manage the operational functions of TUI-SAMOA Cable
14. Maintain and foster internal and external links to ensure 'good operational practice' is an integral part of the SSCC team culture and the related parties in the TUI-SAMOA capacity supply chain (ie manufacturers and end link suppliers, cable station operations etc.)

Key Attributes and Characteristics:

The successful candidate should be an energetic and highly motivated individual with a record of strong project and operational management skills. This should preferably be gained within a (telecommunications network operational environment. The candidate should be able to demonstrate these attributes and abilities through a good record of the following:

- Establishment of effective and efficient operational procedures and processes
- Lead negotiation of complex technical and commercial issues
- Supplier management and procurement strategy
- Project (including technical and commercial risk) management of development projects
- Engineering management of network operations and projects would be an advantage
- Establishment of effective and motivated project teams
- Relationship management

Applications should be addressed to the CEO of Samoa Submarine Cable Company – Emmanuel Delanoue and dropped off to the SSCC office at:

Unit No. 203A, Goldstar Building
ACC Mall, Matafele, Apia, Samoa

or mail to:

P O Box 1605, Apia, Samoa

Applications to be received by Friday, March 3rd, 2017