



POSITION CARD

DOCUMENT HISTORY _ VERSION 1_0

CREATED: 01.01.21

VERSION HISTORY:

Position: Managing Director, People, Communications & Shared Services *	Company: Arkas Hellas Group
Department: BoD	Report to: Group President
Position Holder: Wanda Costopoulos	Location: Piraeus
Replaced by: Philippos Costopoulos	Manager: yes
Function: Common	Individual Contributor: (yes or no) : no

**Title Managing Director, People, Communications & Shared Services is recommended to be used internally for clear reflection of the role. External title can be broader and has been agreed to be People & Communications.*

Purpose of the Position:

Directs and Controls the company's operations in the area of shared services. Gives strategic guidance to the board to ensure that the company achieves its mission, long-term objectives & annual targets. Acts as an active member of the company BoD, participating in decision-making. Responsible for managing the areas of responsibility for the shared services of HR, IT, Purchasing and Communications.

Key Accountabilities

- Direct and control the work and resources of the company in his/her areas of responsibility and ensures the total company recruitment and retention of the required numbers and types of well-motivated, trained and developed staff. (For example, above point includes but is not limited to: works closely with the team leads, to resolve employees relationships & increase productivity; develops the organization & organization chart to deliver current and future objectives; is the process owner of the hiring policy and organizes and facilitates the hiring experience for all)
- Provide strategic advice and guidance to the BoD, inform on developments within his/her area of responsibility and ensure that the appropriate policies are developed to meet the company's mission and objectives and to comply with all relevant statutory and other regulations.
- Develop and maintain an effective communications, marketing and public relations strategy to promote the services and image of the company.
- Develop, promote and direct the implementation of equal opportunities policies in all aspects of the company's work.
- Develop and direct the implementation of policies and procedures to ensure that the company complies with all health and safety and other statutory regulations in the area of Piraeus offices.
- Develop and communicate the risk management system and policy of the company
- Actively participate in the BoD and in the decision making according to agenda
- Actively participate in Management Meetings representing the departments she/he heads.



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- Manages the departments of HR, Communications, IT, Purchasing and ensures the smooth running of the departments (including budget management)
- Partners with all the departments as a head of the HR, IT and Communications to identify company needs for People and projects related to the business improvement
- Supervises and assures the proper office administration
- Ensures proper IT management and IT governance
- Ensures that appropriate sourcing activities & processes are established and implemented
- Manages the process of total compensation (salaries, benefits, increases)

As a Department Manager:

- Conducts Performance appraisals of team members
- Approves annual leaves and guarantees proper substitution of the team

Further Responsibilities & Behavioral Characteristics (MDs)

- Acts as a role model in the organization and reflects the company values in daily life
- Leading By Example
- Coaching Team and providing Feedback to improve team performance

General Responsibilities:

Responsibilities that apply to everyone who works at Arkas Hellas Group

- Follow general company's policies
- Respect colleagues and embrace diversity
- Be consistent with company's values
- Put customer in the center of all daily activities
- Support and quickly adapt any innovations and changes within company

Competencies

- Proven success record in senior level management
- Experience in managing people & resources
- Wide Knowledge of the Industry
- Market & Business Understanding
- Good Level of Commercial Awareness
- Excellent Marketing & Public Relations Skills
- Basic Understanding of Financial Mgt
- University Degree
- Leadership Skills
- Excellent Communication Skills
- Excellent Organizational skills



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- Excellent Problem- Solving Skills
- Excellent Prioritization skills
- Excellent Presentation skills
- Self Control
- Problem Solving ability
- Maintain confidentiality

APPROVALS

Board Of Directors