**Regional Manager**

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| **Role purpose:** To ensure effective & efficient operations and maintenance activities for the Regional Manager function, realizing value for money and assuring availability for all installed infrastructure to perform the desired business services. |
| **Key accountabilities and decision ownership:** * Vendor management in specified region.
* Initiate and follow through actions required to achieve, improve, or maintain the agreed infrastructure service levels within budget, time and quality.
* Manage all site maintenance vendors and process. That’s for both Tower and power maintenance.
* Review and analyse contracts to identify any potential risks or issues and develop strategies to mitigate those risks.
* To Design and review Maintenance routines and procedures within the SLA maintenance function to achieve desired effectiveness and efficiency
* Ensure that monitoring, measurement, reporting and evaluation of the Service Level Agreement KPIs are done to achieve value for money. The KPIs include target TTR, MTTR, MTBF, MTBSI & agree, maintain, and regularly review the SLAs and OLAs with the external service providers/contractors to ensure effective service delivery.
* Ensure that contract details and requirements are communicated timeously to all internal stakeholders as necessary.

**Other responsibilities.** * Ensure on-site liaison is done with maintenance contractors at the regional and central levels whenever necessary.
* Verify and reconcile all contractor invoices for payments.
* Routinely review the installed infrastructure and timelyproduce swap out plans and budget for the replacement of equipment that is due.
* Ensure development and maintenance of accurate records for the entire infrastructure.

**PERVISORY RESPONSIBILITIES:*** Provides leadership and support teams within a specific region.
 | **Core competencies, knowledge and experience:** Proven experience in contract management or a related field * Excellent negotiation and communication skills.
* Strong attention to detail and ability to manage multiple contracts simultaneously.
* In-depth knowledge of legal and regulatory requirements related to contract management.
* Familiarity with contract management software and tools.
* Ability to work independently and collaboratively with cross-functional teams.
* More than 5 years’ experience in an Operational environment.
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| **Must have technical / professional qualifications:** * Relevant Electrical and/or Mechanical and/or Facilities or IT.
* Project management experience (Essential)
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| **Key performance indicators:**PERFORMANCE MANAMEMENT *(Primary)** + Evaluate the performance of each Customer on the Network based on their individual SLA.
	+ Evaluate the performance of each vendor/Vendor/Contractor based on the SLA.
	+ Monitor and Manage compliance to all Customer signed SLAs.
	+ Monitor and Manage the Vendor’s/Vendor/Contractors’ compliance to each SLA.
	+ With support from IT Team and the NOC Systems, ensure that all Technical Support Systems and Platforms are in place and functional to correctly monitor the performance of the site assets.
	+ Provide strategic information needed for short, medium- and long-term decision making its Customers and Vendors/Contractors.

INFORMATION MANAGEMENT *(Primary)** + Distribute High level feedback to management regarding the Network on (SLA breaches, non-compliance, etc.)
	+ Distribute High level feedback to Customers including (non-compliance, network performance)
	+ Distribute High level feedback to all Vendor/Contractors for rapid intervention on (non- compliance, missed KPIs and poor Network performances)
	+ Ensure all information required for Network reporting are gathered, accurate, analyzed, calculated, and reconciled.
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| **Risks:** |