

## **BUSINESS UNIT MANAGER – ZAMBIA & DRC (WORKFORCE SOLUTIONS)**

**LOCATION:** BASED IN ZAMBIA (WITH REGULAR TRAVEL TO DRC)

**REPORTS TO:** MANAGING DIRECTOR – AFRICAN OPERATIONS

### **ROLE OVERVIEW**

DGC Workforce Solutions, a division of the Dickinson Group of Companies, is seeking to appoint an experienced and capable Business Unit Manager to lead and oversee its workforce operations in Zambia and the Democratic Republic of Congo (DRC). This is a pivotal leadership role, with responsibility for building operational capability, ensuring service excellence, driving growth, and maintaining compliance with local and regional labour frameworks.

The Business Unit Manager will operate at a senior level, responsible for the effective functioning, growth, and strategic alignment of the business unit. This role requires strong leadership presence, operational execution ability, and the capacity to manage a cross-border team in complex industrial environments.

The successful candidate will work closely with Business Development Managers in both Zambia and DRC, preparing client proposals and supporting strategic business development initiatives. A strong emphasis will be placed on service delivery to major mining and industrial clients, the development of operational efficiencies, and maintaining high standards of compliance and governance.

### **KEY RESPONSIBILITIES**

The Business Unit Manager will assume full leadership responsibility for the operational and business development activities of DGC Workforce Solutions in Zambia and DRC.

#### **The main areas of responsibility include:**

- Leading the day-to-day operations, ensuring service delivery excellence, operational efficiency, and client satisfaction.
- Working in close collaboration with Business Development Managers to prepare client proposals, tender submissions, and business development initiatives.
- Building and maintaining strong client relationships, serving as the senior operational liaison across the business unit's territories.
- Developing, mentoring, and leading a high-performing regional team across Zambia and DRC, promoting a culture of operational discipline, teamwork, and performance excellence.

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- Managing the workforce mobilisation, deployment, and support services across both countries.
- Ensuring strict compliance with all local labour legislation, immigration regulations, and company governance standards.
- Monitoring budgets, financial performance, and operational reporting to ensure alignment with business objectives.
- Identifying opportunities to expand service offerings and strengthening DGC Workforce Solutions' market position in the mining and industrial sectors.

### CANDIDATE PROFILE

The ideal candidate will be a results-driven, hands-on leader with a strong operational and commercial background within labour broking, workforce outsourcing, or industrial staffing solutions.

#### PREFERRED ATTRIBUTES:

- Age: Ideally in the late thirties to early forties.
- Gender: Preference for a male candidate, considering the operational and regional demands of the role.
- Residence: Willing and able to reside full-time in Zambia, with regular travel into the DRC.

#### EXPERIENCE:

- Minimum of ten years' experience in a leadership capacity within labour broking, workforce management, or a related industrial service sector.
- Proven experience operating within mining, industrial, energy, or infrastructure sectors, preferably within Africa.
- Strong business acumen with experience managing budgets, financial reporting, and business performance metrics.
- Expertise in labour law compliance, workforce mobilisation, and cross-border human resources management, particularly in Southern Africa.
- Strong client relationship management skills, with the ability to build rapport and trust at senior executive levels.
- Excellent proposal writing and business development support skills, with the ability to collaborate closely with business development teams.
- Familiarity with HR, payroll, and workforce management systems, with a focus on operational efficiency and compliance.

#### QUALIFICATIONS:

- A relevant tertiary qualification in Business Administration, Human Resources, Industrial Relations, or a related field is essential.
- Additional qualifications in Project Management, Industrial Psychology, or Labour Law would be advantageous.

### PERSONAL ATTRIBUTES

#### The individual must demonstrate:

- A proactive, self-motivated leadership style, with the ability to inspire and manage diverse teams.
- Strong resilience, emotional intelligence, and cultural adaptability to work across different regions and challenging environments.

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- Integrity, professionalism, and alignment with the core values and vision of Dickinson Group of Companies.
- Strong communication skills, both written and verbal, suited for engagement with internal teams, clients, and external stakeholders.

This role presents an opportunity for a capable and driven individual to assume a senior leadership role within a growing division of the Dickinson Group of Companies, contributing meaningfully to the Group's regional expansion and long-term success across Africa.

### HOW TO APPLY

Interested candidates should submit a detailed CV and cover letter outlining their relevant experience and alignment with this role to [lize@dgc-africa.com](mailto:lize@dgc-africa.com) with the subject line “**Business Unit Manager – Zambia & DRC Application.**”