

# Job Description

## Senior Manager, Global Warranty Chapter [Projects]

### Role Description (purpose):

Part of Carnival Corporate Shipbuilding, this role specializes in Global Warranty, applying best practice within discipline. As a Chapter member, you will play a vital role within a dynamic and agile team, contributing to technical excellence, sharing specialized knowledge, and actively collaborating with fellow team members to foster innovation and achieve excellence.

Driving the Global Warranty vision towards recognition as a center of excellence. Supports interdisciplinary interaction within Chapters, fostering collaboration among various disciplines, championing continuous improvement, sharing knowledge, driving innovation and excellence.

- Lead representative for Corporate Shipbuilding in all aspects of warranty management and post vessel delivery support in terms of tracking outstanding works
- Define and integrate warranty management strategy and processes into the wider warranty strategy
- Establish role as key SME in all areas of warranty management, developing robust and clear processes, tracking and communication related to post-delivery issues

<b>RUI:</b> (if updating existing JD)		<b>Grade:</b>	CCSo6	<b>DBS check required Y/N:</b>	<b>N</b>
<b>Directorate:</b> (Operating Company where Applicable)	<b>Corporate Shipbuilding</b>	<b>Reports to:</b>	<b>Chapter Lead</b>		
<b>Function:</b>	<b>Global Warranty</b>	<b>Team:</b>	<b>Projects</b>		
<b>Direct reports :</b>	<ul style="list-style-type: none"> <li>• <b>None</b></li> </ul>				

### Accountabilities

- Develop robust, clear processes for the effective management of warranty claims for all new build vessels
- Within these processes, develop consistent ways of capturing and recording defects, identifying trends, and provide visibility to the wider CCS group for the purpose of continuous improvement to the overall maker selection and building process
- Provide oversight and metrics on the effectiveness of warranty claims process including, but not limited to, maker and yard effectiveness at responding to and closing out issues
- Manage & Provide effective reporting on “note-worthy” claims and long term outstanding claim status
- Develop warranty management to enable full oversight of asset performance in all areas of the ship, both during and post warranty
- Become the central point for the brands in terms of warranty process management, ensuring that appropriate relationships are developed to allow free flow of information around the corporation, with CCS being the central point.
- Act as interface between CCS, Brands and Yards for all matters related to warranty.
- Liaise closely with commissioning manager, site inspection teams, project managers and teams involved with FAT process to ensure a holistic view of asset selection, commissioning and post-delivery performance is adopted
- Embed in “first dry dock” periods for all new build vessels, working with CCS and brand teams in areas related to warranty claims, ensuring full documentation and visibility of issues raised and corrected
- Ensure strong communication and collaboration with CCS personnel involved with vessel design and new projects to ensure that asset performance feedback information is visible and readily available
- Design, implement and own the process for ensuring outstanding works post vessel delivery are tracked and communicated to relevant stakeholders. Work collaboratively with CCS disciplines to ensure that any outstanding issues are captured and that there is a process of follow up, with regular status reports produced
- Develop and maintain collaborative relationships with 3<sup>rd</sup> party suppliers (e.g. ship yards), establish role as key interface for all items related to warranty and outstanding works follow-up

**Health, Environment, Safety, Security (HESS) Responsibilities:**

- Lead by example by taking care of the health and safety of you and others
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager/supervisor/leader
- Follow safety rules and procedures
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks
- Appoint shore side risk assessment Subject Matter Experts as required to review and approve risk assessments
- Actively promote safe working within your team and encourage safe behaviours
- Demonstrate safety leadership in accordance with our safety leadership behaviours

**General Responsibilities**

Adheres to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive). To undertake ad hoc duties as required.

**Scope:**

**Problem solving:**

- Engage multiple stakeholders across the globe from different cultures and ensure that all are "bought in" to a standardized way of working
- Asses several different existing processes and ways of working currently in place, identify best practice from each and wrap up into one cohesive business process that is integrated into a wider system
- Work with several different disciplines to ensure that there is a continuous improvement cycle implemented

**Impact (what impact will the role holder have on the team/ department/ function/ stakeholders):**







- Role will require centralization of processes that currently exist within the 9 brands that make up Carnival Corporation. A key impact to manage will be how this is handled, ensuring that all stakeholders needs are met, but also balancing what is best for the corporation as a whole
- Role will affect all disciplines within CCS during multiple stages for the ship build process (from design through acceptance through post-delivery support)

**Leadership (what level of management is required, ie multiple teams, or small teams) :**

- Small teams located globally
- Multiple, complex relationships with external and internal partners.

**Demonstrable Behaviors (what needs to be demonstrated in 'how' to be successful in the role) :**

- Ability to assimilate and organize large quantities of data and information and present in clear simple terms
- Ability to influence others, build collaborative relationships and communicate clearly
- Strong team player
- Attention to detail whilst keeping a good overview of the bigger picture and strategic direction

Culture Essentials- Corporate Shipbuilding Behavioural Expectations	
 <b>Speak Up</b>	<ul style="list-style-type: none"> <li>• Set a direction for Corporate Shipbuilding</li> <li>• Challenge yourself and others</li> <li>• Be prepared to have challenging conversations</li> </ul>
 <b>Respect &amp; Protect</b>	<ul style="list-style-type: none"> <li>• Our Environment</li> <li>• Ourselves and each other</li> <li>• Our Stakeholders</li> </ul>
 <b>Improve</b>	<ul style="list-style-type: none"> <li>• Communication and listening</li> <li>• Teamwork and Collaboration</li> <li>• Continuous improvement</li> <li>• Diversity and Inclusion</li> </ul>
 <b>Communicate</b>	<ul style="list-style-type: none"> <li>• In a timely, honest and transparent way</li> <li>• Build bridges between teams and stakeholders</li> <li>• Make the time to engage with your colleagues</li> </ul>
 <b>Listen &amp; Learn</b>	<ul style="list-style-type: none"> <li>• Listen to Understand</li> <li>• Lead by Example</li> <li>• Sharing &amp; Learning</li> </ul>
 <b>Empower</b>	<ul style="list-style-type: none"> <li>• Trust your colleagues</li> <li>• Support colleagues</li> <li>• Recognise it is ok to make mistakes, it is how we learn</li> </ul>

<b>Knowledge, Experience and Qualifications required:</b>			
<b>Qualifications – essential:</b> <ul style="list-style-type: none"> <li>Bachelor's degree or higher in naval architecture, marine engineering or technical equivalent (example CoC class 1)</li> </ul>		<b>Qualifications – desirable:</b> <ul style="list-style-type: none"> <li>Project management recognized accreditation (e.g. Agile, PRinCE2, PMP)</li> <li>HSE related qualifications</li> </ul>	
<b>Knowledge/ Experience – essential:</b> <ul style="list-style-type: none"> <li>Experience within the ship building and/or Marine engineering industry</li> <li>Management of disparate teams and demonstrable success to working and communicating with multiple disciplines</li> <li>Previous experience of warranty claim management</li> </ul>		<b>Knowledge/ Experience – desirable:</b> <ul style="list-style-type: none"> <li>Knowledge of PMS/ERP systems and systemizing processes</li> <li>Project management knowledge and ability to deliver against time/cost/quality</li> </ul>	
<b>Issue Date:</b>	September 2024	<b>Issued by (name):</b>	Gemma Pullen
<b>REWARD ONLY</b>	<b>Grade:</b>	<b>RUI:</b>	<b>Date Approved:</b> <span style="float: right;"><b>Initials:</b></span>

