KEY RESULTS ACCOUNTABILITIES

# Oversee the preparation and review of operational reports and schedules to ensure accuracy and efficiency

# Develop the external services system and procedures to monitor and review the implementation of the

instructions issued by the Manager & General Facilitator of the track within the scope of the Department

# Ensure the correct management of correspondence, letters and all methods of communication for the

Manager& General Facilitator or within the department and section to ensure that the accuracy and

confidentiality of all data is maintained, while ensuring the arrangement and archiving of all communications

of the Manager& General Facilitator in the approved and appropriate manner and directing the necessary

instructions to take the required actions in coordination with the concerned sections

# Perform other responsibilities associated with the position as appropriate.

# Analyze internal processes, recommend, and implement procedural or policy changes to improve the section's

services

# Lead & manage the processes of evaluating and follow-up the performance of the track’s entities, and review

their outcomes and submit their performance reports accordingly provide the necessary recommendations

as well as developing and creating an appropriate performance management system through which the

performance of the track’s entities and committees can be supervised in accordance with the approved roles

and responsibilities

# Supervise the evaluation processes, and following up on the developments of the performance agreements of

the entities and the general performance of the track entities, and ensure the following-up and reporting of

the track entities contracts performance and evaluating progress towards achieving long-term goals

# Lead the introduction of innovative administrative systems and ensuring the diffusion of the appropriate

system to ensure the achievement of the section's objectives

# Ensure follow-up Presentation of periodic and non-periodic reports to the track entities with observations,

recommendations and submitting them to the Manager & General Facilitator of the track

# Develop and implement section plans, priorities, performance standards, and procedures. While ensuring the

providing the strategic direction and advice to achieve the results of effective planning for the section and all

administrative support projects and follow-up performance of the track

# Develop and provide the plan, comprehensive strategic objectives and key performance indicators for all

activities concerned in the section field and ensure its timely completion, effectively and efficiently in

accordance with the vision, policy, rules and regulations of the Roads and Transport Authority

# Develop and manage administrative support requirements and track performance, which includes document

control, e-mail monitoring, security management and services effectiveness

# Direct and ensure implementation of the Service Level Agreement (SLA) in accordance with the approved

terms and specifications

# Oversees and follows up the development & utilization of Track performance dashboard

# In-depth review and comment on Track Entities reports with regard to strategic performance & advise to

improve their capabilities & systems

# Administrative supervision and control of the issuance and follow-up of internal and external correspondence,

in addition to the instructions issued by the Manager & General Facilitator of the process, and submitting

periodic reports

# Manage the Manager & General Facilitator's mails and directing the necessary instructions to take the

required actions

# Coordination with external parties regarding all correspondence received by the Manager & General Facilitator

of the Track

# Ensure the provision of administrative support regarding coordination of the internal and external meetings of

the Manager & General Facilitator of the Track and following up on the implementation of the issued decisions

Qualifications

Education

# Bachelor Degree in Business Administration / Management from a recognized University

Skills

# Goal-driven leader who maintains a productive climate and confidently motivates, mobilizes, and coaches

employees to meet high performance standards.

# Results-driven achiever with exemplary planning and organizational skills, along with a high degree of detail

orientation.

# Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple

concurrent projects.

# 7 years of relevant working experience

# Exceptional listener and communicator who effectively conveys information verbally and in writing.

# Resourceful team player who excels at building trusting relationships with customers and colleagues.

# Highly analytical thinking with demonstrated talent for identifying, scrutinizing, improving, and streamlining

complex work processes.