

POSITION DESCRIPTION

Title:	Chief Operations Officer	Location:	Abu Dhabi
Department:	Operations	Reports to:	Chief Executive Officer
Prepared by:	CEO	Date:	January 2011

Overall Purpose:

A key member of the executive team the COO is required to provide leadership to multiple functions, and significantly influence or contribute to the business strategy of National Ambulance. The COO works collaboratively with the executive team to create a foundation that is cohesive and efficient, seamlessly implementing operations and overseeing service delivery and successful program execution. Day to day, the COO provides leadership for the customer-facing functions of the Company while also collaborating closely with the Administrative staff.

Roles and Responsibilities

- Advise the management team on key planning issues and make recommendations on important business decisions.
- Strategic planning and resource allocation
- Operational processes and process improvements including compliance with JCI and ISO as required
- Ensure quality control of all company output as pertains to customers and delivery of services
- Ensure all sub-department heads are fully informed of operational objectives
- Set operational and/or performance goals for each project which are aggressive, achievable and tied to long-term goals
- Establish and monitor performance reporting systems
- Monitor department performance against goals to ensure that progress is being made
- Conduct regular meetings with sub-department heads to ensure that priorities are clear and understood
- Ensure activities comply with organizational requirements for quality management, legal requirements, and general duty of care.
- Approve the reportees time card by the end of every month
- Facilitate resolution of issues as required

QHSE & BC:

- Engage, understand and participate in Quality, Health, Safety and Environment (QHSE) Management System and Business Continuity (BC) Compliance and Improvement
- Participate in QHSE and BC Risk Assessments / Inspections and conduct investigations into non conformances, near misses, incidents or complaints.
- Identify and appoint reporting staff for QHSE investigations
- Demonstrate viable and active leadership that engages Employees to practice QHSE applications

Professional and Academic Expertise

- Tertiary qualification preferably in business, management, finance, or equivalent
- Leadership experience, preferably from health industry, and international experience highly desirable
- Proven management skills and a demonstrated record of achievement, related to the management of human, financial, and strategic resources, in an executive position within a highly diverse organization
- High level analytical skills, including ability to analyze requirements
- Capacity to develop and implement growth strategy, including working with a variety of stakeholders.
- Achieve results through people: Demonstrated ability to motivate, encourage, and direct the efforts of others towards the completion of plans and achievement of determined objectives, in an environment which provides ongoing personal development opportunities for individuals.
- Ability to communicate with cultural sensitivity, and engage stakeholders effectively to achieve positive outcomes
- Innovative and creative thinker: Demonstrated ability to provide an innovative and strategic approach to service delivery and organizational improvement

Chief Administrative & Medical Officer

Change Brief

Version No.	Date	Changes
1	January 2011	New PD
2	August 2011	Addition to band expenditure
3	October 2014	Spelling Mistakes
4	October 2016	No changes Required
5	July 2019	Due to review, no changes
6	November 2019	Updated roles and responsibilities (added "Approve the reportees time card by the end of every month")
7	February 2022	Due to review Aligned with new PD template.

Review & Approval:

(Chief Administrative & Medical Officer)