

POSITION DESCRIPTION

Title:	QHSE & BC Coordinator	Location:	Head Office
Department:	QHSE Department	Reports to:	QHSE and BC Manager
Prepared by:	CAMO	Date:	December 2015

Overall Purpose:

To support the QHSE and BC Manager in the administration and maintenance of the Quality, Health, Safety and Environment Management System and the Business Continuity Management System.

Roles and Responsibilities:

Health and Safety

- Develop and continuously improve the Company's Safety Management System and associated risk management tools.
- Provide training and coaching in the Safety Management System, Risk Management tools,
- Monitor the effectiveness of the Safety Management System through formal HSE audits and inspections, on and offshore.
- Advice on regulatory requirements in the various areas of operation, and liaising with governmental agencies as required.
- Advise on, and implement, contractual HSE requirements, whilst liaising with Client HSE personnel to assure consistency of advice.
- Coordinate, and participate in audits and inspections carried out by Regulators, Authorities, and Clients.
- Participate in, and review of risk assessment and working environment studies and activities carried out in support of the QHSE Management System
- Develop various HSE deliverables such as HSE Programs, HSE Training, and HSE Statistics
- Assist in the maintenance of relevant certification e.g. ISO, EHSMS
- Assist in the investigation and analysis of accidents and incidents, and in the preparation of reports.
- Ensure that learnings from accidents and incidents are shared and suitable remedial action taken where necessary.
- Develop and maintain emergency response plans.

Quality - Strategic Planning, Performance Management and Excellence

- Supports the development of Organization and Departmental priorities and plans
- Monitors and reviews progress of the Organization and Departments against plans
- Assists in the maintenance of strategy communication processes within NA
- Assists in the alignment of strategic plan outcomes with performance management targets
- Works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the National Ambulance strategic plan, objectives and values
- Develop and maintain all business performance reporting requirements including Annual Reporting and compliance reporting.

- Understands and monitors EFQM excellence processes and methodologies
- Conducts periodic self-assessments of the organization against EFQM Excellence principles
- Contributes towards programs or opportunities to advance NA in its Excellence Journey.
- Contributes towards Sheikh Khalifa Excellence Award submissions

Environment

- Conduct periodic inspections and audits to check for environmental compliance
- Investigate environmental reports and corrective actions where required
- Assess potential environmental risk and implement control measures
- Monitor the implementation of the hazardous materials and waste program

Business Continuity

- Implement and review the business continuity framework to ensure ongoing currency and alignment with organizational objectives and industry standards
- Develop, implement and maintain business continuity management policies, procedures, and documentation
- Carry out, review and update the business impact analyses and threat/risk assessments to assess internal and external risks to National Ambulance
- Carry out and support other business continuity related tasks arising from NCEMA and other UAE and Abu Dhabi government strategies
- Assist concerned departments in developing a business continuity testing and exercise program, and monitor implementation of BC plans and strategies testing to assess their effectiveness
- Develop and deliver BC awareness communications, campaigns, and training as appropriate to staff
- Review the selection criteria, effectiveness of controls, and external communication for externally provided services
- Implement and maintain BCM strategies addressing NCEMA standards and aligned with best practices, drawing on existing relevant information/resources
- Align and integrate business continuity requirements with current emergency management and QHSE systems where appropriate
- Ensure that Business Continuity Management plans and incident response plans and related documentation are developed to maintain and/or restore critical business functions within relevant timescales following an interruption to, or failure of business activities or the environment
- Ensure compliance with regulatory requirements and alignment with industry standards
- Develop communication and media plans to support business continuity management strategies/plans and any related disaster recovery plans
- Participate in audits and inspections to ensure compliance and check the status of the Business Continuity Management System and ensure findings are addressed
- Provide advice to assist other departments with BCM budgets and activities'
- Report on the status of the QHSE & BC Management System on a periodic basis to the QHSE & BC Manager

Selection Criteria:

- Bachelor's degree in appropriate field (Business Administration, Occupational Safety, etc.)
- NEBOSH International Diploma in Occupational Health and Safety or equivalent
- Environment Management System Certified Auditor Training

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- ISO 9001:2015 Internal Auditor
- ISO 45001:2018 Certified Auditor
- ISO 14001:2018 Environment Management System Certified Auditor
- NCEMA 7000:2021 Lead Implementer and Internal Auditor
- Experience in emergency management, disaster recovery, business continuity, risk management and/or HSE in an industrial or operational workplace and developing and delivery related training
- Experience in the QHSE Management System
- Trained for fire safety
- Proficient skills in IT governance and administration and knowledge management principles
- Demonstrate exceptional written and oral communication skills
- Advanced skills in Microsoft Office
- Ability to communicate with cultural sensitivity, and engage stakeholders effectively to achieve positive outcomes

Chief Administrative Officer

Change Brief:

Version	Date	Changes
1	October 2012	New Document
2	20-Dec-15	Logo Update, Band category, Report to, and Date. Version 3
3	28-Jul-2019	Due to review no changes
4	November 2019	Update reporting line Manager from QHSE Manager to QHSE and BC Manager, Updated Department from Corporate Service to Administration
5	March 2022	Change position to QHSE & BC Coordinator Addition of BC/Environmental roles Qualifications update based on NCEMA