

POSITION DESCRIPTION

Title:	Stakeholder Relations Manager	Location:	Abu Dhabi
Department:	Operations	Reports to:	COO
Salary:	Salary package	Band:	4
Prepared by:	CAO	Date:	June 2015

Overall Purpose:

To provide support to the CEO and COO and to liaise with clients and other stakeholders to ensure National Ambulance's requirements are met

Roles and Responsibilities

- Provide administrative support to the COO as required
- Establish an excellent working relationship with NA clients and stakeholders
- Liaise with clients and other stakeholders on administrative issues and report back to CEO as follows:
 - Represent NA on relevant committees as required
 - Preparing Arabic presentations and presenting to relevant stakeholders
 - Attend all high level meetings in Northern Emirates with CEO/COO
 - Act as translator and guide to CEO/Area Managers during key meetings
 - Assist the Area Managers/CEO with translation where necessary when liaising with Arabic EMTs
- Assisting CEO with Police/CD/Hospital complaints locally to prevent escalation
- Communicating with stakeholders regarding NA operational policies & procedures of
- Main NE POC for all Police investigations
- Identify and develop supportive NA stakeholders in Police/CD in each Emirate
- Providing support to NA departments as required
- Liaise with Marketing & Media Specialist regarding important events in the NE and conveying key information/visual aids for press releases
- Have a full understanding of Insurance project to explain to Stakeholders (Heads of Traffic Police Departments) to acquire all documentation for claim reimbursements.
- Explore potential business development contracts as assigned by CEO
- Maintain meeting minutes for all meetings attended
- Providing CEO with weekly Stakeholder Reports
- Submit data and stakeholder reports on a quarterly, biannual & annual basis
- Prepare meeting agendas for CEO as required
- Representing NA & CEO when directed by CEO for social and cultural events in NE

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- Attending all MCIs and MCI table top exercises in Silver Support role to liaise at top tactical level with on scene agencies
- Approve the reportees time cards by the end of every month.

QHSE:

- Engage, understand and participate in Quality Health Safety and Environment (QHSE) Management System Compliance and Improvement

Professional and Academic Expertise

- A suitable tertiary qualification
- At least 3 years of experience in a similar role
- Excellent communication skills
- Fluent in both English and Arabic
- Ability to form a rapport with work colleagues at all levels
- Ability communicate and gain cooperation from clients and other stakeholders
- Excellent planning and organizational skills to balance and prioritize work
- Ability to work in a multicultural work environment

Change Brief

Version No.	Date	Changes
1	September 2014	New PD
2	October 2014	Updated PD
2.1	July 2015	Re- write of PD and change of title to include "Senior".
3	July 2019	Due to review no changes
4	November 2019	Update title, Band, Change the reporting line Manager from Director of NE to COO Change the DCEO to CEO Update roles and responsibilities add timecards

Review & Approval:

(Chief Administrative Officer)