

# **POSITION DESCRIPTION**

Title: Workforce Planning Officer Location: UAE

**Department:** HR and CS **Reports to:** HR & Corporate Services

Manager

Salary: Salary package Band: 2

Prepared by: CAO Date: June 2016

#### **Overall Purpose:**

The Workforce Planning Officer is responsible for the planning and allocation of NA rostered resources to satisfy off line demand requirements whilst ensuring the correct provision of suitably qualified rostered staff to the Workforce Planning Analyst. This also includes creation of EMT Staff training rosters and to ensure all staff hold the appropriate and valid accreditation and status to enable the efficient and effective coverage of all planned duties with appropriately trained and qualified staff.

### **Roles and Responsibilities**

- Maximise the availability of rostered staff for operations by maintaining optimal levels of qualification and accreditation validity
- Liaise with Operations Managers on the allocation and assignment of staff training to ensure minimal occurrences of qualification or accreditation expiries requiring the removal of rostered staff from rostered duties
- Ensures all scheduling requirement and processes are met, and followed
- Training of and mentoring of staff in rostering related activities as needed by their duties
- Escalation of rostering issues or process non compliance
- Liaise with the Clinical Education Manager with regards to training requirements and assignment of rostered Staff to training, as trainers or trainees
- Support scheduling of courses and activities to ensure rostered staff have ample opportunity to attain and maintain required qualifications and accreditation
- Produce reports as required from Workforce Planning system to track training attendance, completion and success rates
- Track and maintain records for contract specific accreditation requirements alerting rostered staff of their responsibilities to mitigate approaching expiries
- Act as back up to Operations Resource Coordinator in case of absence
- · Perform any other duties as required

## QHSE:

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







# National الإسعاف الـوطـنـي Ambulance

# **Professional and Academic Expertise**

- A highly motivated, proactive and flexible individual with the following knowledge and experience:
  - More than 2 years' Workforce Planning experience
  - Experience of scheduling a geographically dispersed workforce
  - Experience of the interpretation and application of workforce contract requirements
  - o Knowledge of processes and policies to secure workforce accreditations
  - o Experience of working with Workforce Planning software, preferable "Kronos"
  - o Highly developed Microsoft Office knowledge and skills
  - o Highly developed analytical skills
  - An understanding of day to day operational considerations and impacts.
  - o Highly developed attention to detail and time management skills
  - o Demonstrate excellent communication and interpersonal skills
- Excellent English language skills
- Basic Arabic language preferred
- UAE Driving License
- Advanced computer skills in MS suite of applications including MS Project

#### **Change Brief**

Version No.	Date	Changes
1	June 2016	New Position Description
2	July 2019	Due to review no changes
2	November 2019	Update line Manager and Department

Review & Approval:		
	(Chief Administrative Officer)	





