

## POSITION DESCRIPTION

<b>Title:</b>	Stakeholder and Business Sustainability Manager	<b>Location:</b> Abu Dhabi
<b>Department:</b>	Business Sustainability & Growth Sector	<b>Reports to:</b> Director – Business Sustainability & Growth Sec
<b>Prepared by:</b>	Acting Director – Business Sustainability & Growth Sector	<b>Date:</b> November 2022

### Overall Purpose:

Responsible to build strong relationships with key stakeholders, business partners, and clients for the overall development and implementation of National Ambulance's stakeholder relations activities and business sustainability strategies

### Roles and Responsibilities

The roles and responsibilities of the **Stakeholder and Business Sustainability Manager** are:

- Enhance and maintain our relationship with stakeholders, business partners, and clients to ensure that National Ambulance's objectives and message are well received
- Provide a periodic report detailing the stakeholders, business partners, and clients list, conducted meetings, committee participation, and outcome of the meetings
- Provide details about the meetings scheduled for the quarter which includes agenda, duration, and location
- Follow up with stakeholders, business partners, and clients on the current business and possibility to enhance it
- Liaise with BSS Sector on matters such as pricing and resource costing.
- Liaise with the Business Development Department and Sales and Marketing Department to open new business opportunities using National Ambulance stakeholder relationship
- Discuss the feedback received from stakeholders, business partners, and clients with the Director - Business Sustainability & Growth to close the gaps, if any
- Support other departments to communicate with any stakeholders, when and as needed
- Perform any other duties as assigned

### Portfolio Monitoring Office:

- Engage, understand and participate in Portfolio Monitoring Office functions, including 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.

- Engage, understand and participate in departmental strategic planning and performance monitoring activities

#### Professional and Academic Expertise

- Bachelor's degree in business administration, marketing, and communication or related field
- Preferred Master's degree in related field
- At least 10 years of experience in a similar role
- Fluent in both Arabic and English
- Excellent communication skills
- Ability to form rapport with work colleagues at all levels
- Ability to communicate and gain cooperation from clients, stakeholders, and business partners
- Excellent planning and organizational skills to balance and prioritize work
- Ability to work in a multicultural work environment

Reviewed by:

Head of HR and Emiratization / Deputy Director of Business Support Service Sector

#### Change Brief

Version No.	Date	Changes
1	November 2022	New PD

Approved by

Business Supporting Services Director