

POSITION DESCRIPTION

Title:	Operations Resource Coordinator	Location:	Abu Dhabi
Department:	Operations	Reports to:	HR & Corporate Services Manager
Salary:	Salary package	Band:	2
Prepared by:	COO	Date:	October 2015

Overall Purpose:

The Operations Resource Coordinator is responsible for the successful implementation of assigned tasks as well as the operational, functional readiness and performance of the overall operations resource co-ordination and planning.

Roles and Responsibilities

1. Maintain efficient administrative procedures in relation to resource planning and co-ordination across relevant contracts
2. In consultation with the Operations Managers, assist in the management shift rosters, staff leave and operational duties to ensure operational coverage of required projects
3. Coordinate relevant requests and personnel enquiries
4. Liaise with the HR team in the management, allocation and preparation of pass renewal to ensure continuity of service
5. Ensure all Operations staff have current motor vehicles drivers' licenses
6. In cooperation with the Operation Workforce Planner ensure all staffing and scheduling requirements are met to maintain currency of operations
7. Manage all Operations Annual and Sick Leave, ensure all operations paperwork is provided to HR in a timely manner
8. Create appropriately coded Extra Duty Payment forms for sign-off
10. Perform other duties as required.

QHSE:

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

Professional and Academic Expertise

Key Competencies

- Good computer skills, including MS Word, Excel, PowerPoint, Outlook and Database management

الإسعاف الوطني National Ambulance

- Ability to adapt and perform duties in multicultural society
- Model company leadership values and behaviours
- Demonstrate good communication and interpersonal skills; to be professional in interaction with staff, colleagues, and the public.
- Ability to interpret written, oral, and diagnostic form instructions.
- Ability to communicate and interact with internal and external key stakeholders in a professional manner.
- Demonstrate critical thinking and decision making in stressful situations.
- Ability to use good judgment and remain calm in high-stress situations.
- Ability to function efficiently throughout an entire work shift without interruption.

Key Relationships

- **Internal:** COO, Operations Managers, Finance, Human Resources Department, EMTs and Paramedics.

Chief Administrative Officer

Change Brief

Version No.	Date	Changes
4.0	October 2015	Changes to Essential tasks
5.0	July 2019	Due to review no changes
6.0	November 2019	Update reporting Line Manager, Key relationship & roles and responsibilities replaced supervisor to Manager

Review & Approval:

(CAO's Approval)