

POSITION DESCRIPTION

Title:	HR & Corporate Service Manager / Head of Emiratization Program	Location:	Abu Dhabi
Department:	Administrative	Reports to:	CAMO
Prepared by:	CAMO	Date:	December 2018

Overall Purpose:

Provide leadership and management of the HR and corporate service's function. This includes Emiratization management, recruitment process, on-boarding, induction, payroll, career management, and general HR entitlements and processes from employment to termination and other administrative areas of National Ambulance such as PR and workforce planning

Roles and Responsibilities

- Ensure a smooth transition from the recruitment process, both external and internal to employee status for new recruits or new position status for internal recruitment.
- Initiate recruitment against Company manpower requirements ensuring positions are filled in a timely manner
- Manage Emiratization, including:
 - Develop necessary Emiratization policies and procedures
 - Facilitate open days for potential Emirate candidates in collaboration with the Human Resources and Emiratization Ministry, by advertising the event and sourcing potential individual
 - Attend career fairs and suitable events with the intentions of recruiting quality Emirati candidates
 - Recommend on the future direction and strategy of recruitment of Emirati Nationals, such as training, succession planning and retention strategies to retain the Emirati workforce.
 - Oversee the EMT Emirati Programme
- Manage the advertising section and notification recruitment process
- Ensure position descriptions for new positions are developed and actioned through QHSE
- Advise Managers on recruitment process are required.
- Update the Organizational Chart as required
- Oversee the HR teams to ensure that all processes are completed in accordance with Company policies and procedures

- Ensure that any exceptions to policies and procedures are approved at the appropriate level
- Ensure payroll is accurate and completed by due date on a monthly basis
- Review, Develop and recommend amendments and updates to HR policies and procedures as required.
- Maintain a relationship with ERP support service staff to ensure maximization of the system
- Ensure HR team provide high level of service to all stakeholders
- Securing HR documents and personal information ensuring confidentiality at all times
- Oversee the induction process for new employees
- Maintain up to date knowledge of UAE Labour Law
- Oversee the on-going HR process for employment contracts, including amendments, renewal process, extensions of contract and terminations
- Oversee general HR process to ensure all requirements are handled effectively and in a timely manner
- Ensure leave and travel entitlements are processed in accordance with the policies
- Ensure Kronos data is accurate and aligned with the payroll functions
- Ensure that the employees costing including the HR & Corporate Budget prepared.
- Act as the secretary for the HR and Compensation Committee this includes announcing for the committee meeting date, receiving all requests from employees, departments managers etc. and preparing agenda and the minutes of meeting.
- Oversee the PR team to ensure that all employees visa, passes .. etc. are performed in a timely manner
- Oversee the receptionist to ensure that all visitors are registered and attended in a timely manner
- Supervise the Office Aides to ensure offices are kept clean and tidy conditions all delegate tasks are completed to a satisfactory standard
- Manage the day to day task of the office drivers
- Review and update recruitment and other documentation as required
- Ensure the departmental KPIs are accurately measured and relevant to the departmental processes and aligned with the organizational strategic plan Perform other duties as required

QHSE & BC :

- Engage, understand, and participate in Quality Health Safety and Environment (QHSE) Management System and Business Continuity Compliance and Improvement
- Participate in QHSE and BC Risk Assessments / Inspections and conduct investigations into non conformances, near misses, incidents, or complaints.

Professional and Academic Expertise

- Tertiary qualification, preferably in HR, or at least 8 years' experience in HR management
- Management experience in a diverse organisation
- Proven management skills and a demonstrated record of achievement, related to the management of human resources
- Ability to make decisions using sound judgement and effective analytical skills
- Ability to set priorities and manage time accordingly
- Proven ability to lead a team of HR Assistants, including ability to motivate, encourage and direct the efforts of staff to achieve required results
- Proven ability to lead a team of HR Assistants, including ability to motivate, encourage, and direct the efforts of staff to achieve required results
- Ability to communicate with cultural sensitivity, and engage stakeholders effectively to achieve positive outcomes
- Excellent English language skills, both written and oral
- Excellent computer skills

Chief Administrative Medical Officer

Change Brief

Version	Date	Changes
1	July 2014	New Document
2	July 2016	Due for review – no changes required
3	June 2018	addition of recruitment process
4	September 2019	Addition of titles Corporate Service / Head of Emiratization Program, Add roles and responsibilities
5	September 2021	Added the KPI sentence, replaced CAO with CAMO. Rewrite it the budget sentence. Added BC part