

POSITION DESCRIPTION

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|---------------------|--------------------|--------------------|----------------|
| Title: | Operations Manager | Location: | UAE |
| Department: | Operations | Reports to: | COO |
| Salary: | Salary package | Band: | 4 |
| Prepared by: | COO | Date: | September 2013 |

Overall Purpose:

The Operations Manager is responsible for the supervision, management and maintenance of service delivery in accordance with Company vision, mission, objectives, and policies and procedures.

Roles and Responsibilities

The roles and responsibilities of Operations Manager:

- Work closely with resources department, ensuring effective management of staff leave, to ensure 100% contract service delivery and to report to the Head of Section on matters, as required
- Conduct regular inspections of sites, satellite locations, stations and other designated areas to ensure Company and/or client standards are kept and policies and procedures are adhered to
- Motivate, encourage and manage a team of EMTs, including fostering and supporting an environment of learning and mentoring to further develop employees
- Provide leadership and direction to employees and ensure their maintenance of key clinical competencies and skills
- Work closely with internal and external stakeholders to deliver emergency medical service to clients
- Ensure subordinates adherence to and compliance with all Company and client policies and procedures and, where necessary, take corrective action outlined in NA Disciplinary policy
- Review and audit patient care documentation for quality assurance process and mark against established KPI's, and develop strategies to improve staff performance, patient outcomes and service delivery
- Complete, maintain and take action on all documentation submitted and required under NA QHSE manual and systems
- Maintain awareness of all regulations and new policies introduced by governing bodies within the UAE to ensure continuity of operations
- Rectify any potential gaps identified during implementation and quality assurance audits
- Prepare plans and manage deliveries of tasks in coordination with internal and external stakeholders to ensure projects timely delivery within set budget
- Perform other duties as required

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

Professional and Academic Expertise

- Degree in Para-medicine, Business Administration Management, Logistics or other relevant speciality
- Experience in leading people
- Project Management experience
- DOH/MOH licence
- Having a valid Driving License
- Fluent in English, both written and spoken
- Model company leadership values and behaviours
- Ability to communicate and interact with key stakeholders in a professional manner
- Ability to communicate verbally via telephone and radio equipment
- Ability to interpret written, oral, and diagnostic form instructions
- Demonstrate critical thinking and decision making skills in stressful situations
- Ability to function efficiently throughout an entire work shift without interruption
- Ability to adapt and perform duties in multicultural society

Key Relationships

- **Internal:** Chief Operations Officer, EMTs and Paramedics, representatives from Operations, Finance, Corporate Services and Clinical Services Departments
- **External:** Respective Emirate agencies including; Fire, Police, Civil Defence, Hospital Providers and Patients

Chief Operations Officer

Chief Administrative Officer

Change Brief

| Version No. | Date | Changes |
|-------------|----------------|--|
| 1 | September 2013 | New PD |
| 2 | October 2014 | Updated PD |
| 3 | October 2016 | Update Roles and Responsibilities and Department |
| 4 | January 2017 | Change title from Area Manager Northern Emirates to Operations Manager and change reporting line to “Director Operations” Removal of HRP560 Supervisor |
| 5 | July 2019 | Replace HAAD by DOH |
| 6 | October 2019 | Update reporting Line Manager from Director of Operation to COO Removal of BLS level |
| 7 | November 2020 | Addition to the Professional and Academic Expertise – “Having a valid Driving License” |

Review & Approval:

(Chief Administrative Officer)