

Operations Manager - SS Healthcare Management

Job Title	Operations Manager		
Division	Special Services Division		
Department	Healthcare Department		
Section	SS Healthcare Management		
Location	Healthcare Office	Direct Reports	Operations Manager - Government
Reports To	Operations Manager - Government	Version Number	1
External Relations	Customer	Guide Number	7184
Internal Relations	Operations - Healthcare	Job Code	

Basic Function

Managing and planning operations for all HCD projects kingdom wide, including budget planning and staffing. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Operations

- Ensure smooth flow of delivering operational activities.
- Ensure all requirements agreed in contract / SLA are met from the HCD operations.
- Meet with the clients to ensure the complaint free operations.
- Resolve any time, quality issues, or complaints from the clients.
- Follow up on maintaining service levels for Operations.
- Ensure that other SMSA functions are also working alongside HCD to meet clients' requirements.
- Maintain quality standards set for HCD operations.
- Spontaneously surprise customers and staff to ensure that the rules and regulations devised SMSA and clients are strictly followed by the HCD staff.
- Ensure the set of policies & procedures are applied.
- Survey (Staff & Customer)
- Saudization

HR / Administrative

- Ensure all employees are trained in the respective job skill areas to build high-performance and motivated workforce to meet business objectives.
- With management team, determine and set SMART KPI / goals to be achieved in line with company / individual staff objectives.
- Monitor and set up appropriate systems to measure achievements against KPI.
- Provide effective feedback regarding achievement / successes and goals attained.
- Motivate team members to create a productive and cordial atmosphere that meets deadlines and achieves objectives.

Sales

- Authenticate and send vital business development leads to Sales by working cohesively for building SMSA's business.

EHS

- Ensuring that all safety related equipment and systems, particularly fire fighting, alarm,, emergency lights and similar equipment are identified, listed and scheduled as part of the preventive maintenance program, and that they remain in safe & good operational condition at all times
- Coordinating with maintenance staff concerning occupational health & Safety, and environmental management
- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits
- Overseeing and monitoring all the work activities in order to make sure that work and job related hazards are identified and the work is being performed safely, following the OHS system / rules, and considering the environmental management principles
- Coordinating with the Maintenance Engineer / contractor regarding the execution of the preventive/corrective maintenance activities
- Actively participates in the development and implementation of EHS objectives & programs, and lead EHS audits / inspections. Take a major role in incident reporting & investigation
- Participates in the emergency response plan, development, and in conducting emergency drills
- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation
- Coordinate and participate in the paper and other recycling programs, communication & management
- Planning and supervising the EHS awareness and training activities and ensuring competence of all personnel
- Supervising the EHS internal audits, inspections, and corrective / preventive actions effectiveness

Business Continuity

- Ensuring that the BC plan (or plans) adequately delivers the organization's BC capability and meets the BC requirements.
- Communicating the implications of departmental changes that may impact the BCMS.
- Collecting information for and completing the BIA.
- Identifying and acknowledging supply chain priorities.
- Developing, implementing, and maintaining departmental procedures on behalf of the plan owner.
- Conducting and participating in exercises.
- Maintaining the departmental BC documentation. Liaising with the BC managers.
- Developing, coordinating, and facilitating the BCMS. This includes developing analysis and BC plan templates.
- Facilitating and coordinating the BIA, risk and threat assessment (related to prioritised activities), strategy and solutions planning, BC plans and testing throughout the organization.
- Ensuring maintenance of the BCMS on a periodic basis as well as whenever it is appropriate.
- The effective use of resources and procedures within the BCMS, such as systems, tools, and response and recovery procedures.
- Making recommendations, removing roadblocks, and reporting to top management

Competencies - Professional and Technical

Behavioral Competence

Initiative	Level 4
Networking/Relationship building	Level 4
Organizational & Environmental Awareness	Level 5
Planning & Organizing	Level 4

Competencies – EHS

Knowledge of basic environment health and safety requirements
 EHS corporate objectives awareness
 Awareness of EHS requirements in the QEHS management systems
 Have attended EHS awareness training (if applicable)
 Awareness of Environment Health Safety incident reporting

Organizational Competencies

Intermediate

**Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)*

Decision Making

Correct Action according to the authority limited.

Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience

Bachelor's Degree (Preferred specialization in their field of work).(Those in finance/ accounting jobs must be a CPA or equivalent.),. At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.

or

Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position

or

Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position

*Note: Industry Experience wherever its applicable

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
Updated by:	Date:	Approved by:	Date:

Employee Name:

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.

Management reserves the right to amend the Job description at any time without prior notice.

Signature:	Date: