

Director - Quality and Risk Management

Job Title	Director		
Division	Quality and Risk Management Division		
Department	Quality and Risk Management Department		
Section	Quality and Risk Management		
Location		Direct Reports	
Reports To	Managing Director	Version Number	1
External Relations		Guide Number	6947
Internal Relations		Job Code	

Basic Function

Design and implement a quality and risk control system by developing and executing related programs for SMSA to be a pro-active, including creating an overall quality and risk vision, setting department goals, and recommending organizational changes to achieve the quality and risk vision. Fully understand, drive and promote SMSA vision, culture and values. Provide a risk control service to various parts of the business to maximize company profit through the protection of assets, cash, staff, and shipments by providing support, reviewing procedures, investigations, and effective communication.

KEY Responsibilities

General

- Guide and motivate staff to manage their performance efficiently; monitor staff performance to ensure proper functioning.
- Verify commitment of all management staff to administrative regulations and procedures adopted in the company and ensure they do not exceed the powers granted to them (in the range of competence).
- Submit proposals and recommendations that contribute to the development of business department.
- Conduct with staff management personnel to discuss workflow.
- Set department goals and recommend organizational changes.
- Take lead during monthly management reviews and present findings to senior managers.
- Maintain and improve business standards by motivating and leading the team towards the department's and company objectives.
- Subject matter expert with regards to Risk and QMS
- Motivate lead and develop direct reports and the wider team to create a business oriented and proactive support that is capable of providing accurate and truly advice on all QRM related matters.
- Ensure QRM is represented during communicating with practical new business clients to ensure all aspects of security / Risk / Quality standards are taken into consideration prior to any quotes given to the client to minimize risk to the business.
- Ensure the development of Quality & Risk Management staffs and provide relevant training identification of staff for succession planning.
- To maintain & improve business standard by motivating and leading the team towards the departments objectives and company objectives.

- Staff satisfaction survey
- Arabic documentation translation

Planning

- Strategically plan build-up and work on the overall Strategy of the Company.
- Participate in developing overall strategy of the company.
- Review and approve security plans, training plans, and contingency plans.
- Review and approve the audit schedules and field visits to verify safety and security procedures.
- Develop quality goals and objectives; communicate to management.
- Participate in preparing KPI for all department and company strategy.

Quality

- Will act as Management Representative (MR) in relation to all aspects of quality.
- Develop, review, maintain and continuously improve SMSA's Quality Management System
- Control documents and records.
- Regular audit of the business and provide the business with non compliances and monitor and measure trends, and improvements.
- Establish and maintain a central quality record database to provide statistics data; verify integrity of the data and data accessibility.
- Directs controls and staffs the quality department to ensure support for the execution of quality systems and ensures they meet ISO and other standards requirements. Continually review existing processes to look for opportunity for improvement.
- Establishes policies and procedures based on ISO and other standards for all company processes and provides training and certifications as required for employees.

Risk

- Stay aware of any new developments in the field of safety and security which could be useful for SMSA.
- Review case files, including all related attachments and commence investigation.
- Supervise investigations.
- Set recommendations for the case to take appropriate action.
- Business Continuity Management.
- To provide management and top management with feedback and commendation relating to risk & security.

Safety and Security

- Manage a variety of system suppliers to ensure maximum cost effectiveness and services is received.
- Review and approve the checklist of safety equipments.
- Follow-up with departments and branches in violation of security procedures to ensure the application of proper procedures.
- Manage /monitor maintenance program of CCTV and other security equipments.
- Work closely with GACA, Police, Civil Defense and Airport security for any threats.
- Set budget for security issues (CCTV, X-Ray & Security equipment, etc.).
- Ensure fire, H&S standards are maintained in the organization and meet minimum compliance

- Provide information on security trends.
- Ensure best practice regarding security.
- To provide advice in relation to crime detection techniques and system and their role within the business.
- Formulate cost effective proposals on security designs, security equipment to protect all companies' premises and people to defer attacks and minimize losses within a predetermined budget and time scales.

Training

- Review and approve the safety and security training material.
- Ensure conduct and completion of Quality & Risk Management Training for Security/ Retail/Operational Management & Staff.
- Assess needs of the department staff and provide relevant training.
- Develop Quality and Risk Management training programmers.
- Ensure the X-ray training provided complies with GACA requirements.
- Facilitate training of Internal QMS specialist & ISO auditors with the appropriate Accreditation Body (i.e. LRQA).
- Identify & develop department employees succession planning. Ensure that the teams are pro active in all aspects of Quality and Risk Management

Reports

- Develop and update management over safety related issues.
- Prepare reports on irregularities in the security departments and branches.
- Prepare reports of completed investigations.
- Attach the recommendations and submit the relevant departments.
- Prepare reports of KPI for all department and company strategy.
- Maintain company statistical records relating to quality assurance/risk
- To plan /control the departmental budget and expenditure.
- To provide a cost effective solution for the services and equipment required for adhoc are planned basis and report on the same.
- Through effective planning and reporting /communication be able to foresee and plan capital expenditure.

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

- Providing leadership, commitment, support, and resources to the BCMS.
- Assign responsibilities and authorities for other BCMS roles.
- Establishing and communicating the BC policy.
- Ensuring the performance of the BCMS is monitored, reviewed, and continually improved.
- Promoting and contributing to the BC culture

Competencies - Professional and Technical

Behavioral Competencies

Adaptability	Level 3
Change Leadership	Level 4
Communication	Level 4
Conflict Management	Level 3
Creative Thinking	Level 3
Initiative	Level 3
Networking/Relationship building	Level 3
Organizational & Environmental Awareness	Level 3
Resource Management	Level 3
Risk Management	Level 5
Team Leadership	Level 4
Visioning & strategic Direction	Level 3

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

Advanced

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

Decision Making

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). Must have at least ten (10) years of related work experience, 5 years of which should be in senior managerial/ executive capacity

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: