Project Manager - MRM NEOM Project

Job Title	**Project Manager**
Division	**Special Services Division**
Department	**Mailroom Department**
Section	**MRM NEOM Project**

Location	Project's Location	**Direct Reports**	Supervisor
Reports To	Nat'l Manager Mailroom	**Version Number**	1
External Relations	All External Customers-Projects	**Guide Number**	7225
Internal Relations	SMSA	**Job Code**	

Basic Function

Managing and ensuring staff awareness and adherence to MRM Project SLA and SMSA policies and procedures. Fully understand, drive and promote SMSA vision, culture and values while keeping the customers satisfactory.

KEY Responsibilities

Core Operations

- SLA for Project target to be maintained.

- Service Measurements Levels (Customer Surveys).

- Staff Satisfaction Survey set target to be achieved.

- Staff Training & Knowledge assessment to achieve set target.

- Deductions on MRM invoicing target to be maintained.

- Reduce set target non-Conformity per year.

- Align with current year budget.

- Ensure that all the Internal, external, and express pickup and deliveries are completed on time.

- Ensure smooth flow of mailroom operations and post office operations.

- Ensure that the agreed Standard Operating Plan (SOP) is followed

- Maintain and submit status reports to client and Facility management services to retrieve the monthly disbursement of amount.

- Ensure that all the records of project employees are updated regularly.

- Ensure that everything remains up to the desired and agreed to client standard without deductions for service delivery failure.

- Saudization

- ISO compliance

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.

Finance

- Ensure custom duty /cash sale etc is timely received and remitted to finance.

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 Competencie

Conflict Management	Level 2
Planning & Organizing	Level 2
Resource Management	Level 2
Team Leadership	Level 2
Visioning & strategic Direction	Level 2

Technical Competencie

Handling Customer Complaint Knowledge	Advanced
Language Proficiency knowledge (Arabic)	Advanced
Language Proficiency knowledge (English)	Advanced
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Advanced
Route Planning Knowledge for Industrial Engineers	Advanced

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

In consent with department head (Nat'l Manger Mailroom Operations).

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: