

ORGANIZATIONAL CONTEXT

Job Title	RNMC Supervisor
Job Code	Specialist – 2 or 3
Grade	4-5
Affairs	Assets Affairs
Department	Roads O&M
Section	Operations
Team	Network Management – Roads Network Management Centre
Date last updated	25/03/14

JOB CONTENT

Role Objective

Oversee all operations and roads network management that is carried out within the RNMC Control Room during an operational shift.

Supervise and coordinate four area teams within the Control Room.

Promote safe and effective operations and ensure effective team coordination through the effective use of resources.

Roles & Responsibilities

Responsibilities

1. Oversee and supervise the operating teams within the current shift and to ensure RNMC operations are delivered safely and in accordance with Ashghal policy.
2. Ensure the successful coordination of operations within each area team.
3. Provide and facilitate interface with each team, the respective Team Leaders and all operational procedures, processes and events.
4. Oversee the Event and Incident management carried out by teams.
5. Engage with stakeholders and colleagues at all levels as required.
6. Work with operational partners to apply measures that will return the Road Network to an operational condition as soon as possible after an unplanned incident.
7. Manage the development of staff through goal setting and identification of training requirements.
8. Ensure that all training and development needs are notified to the RNMC Procedures, Training and ICT Support Manager.
9. Contribute to forward planning relating to road management issues.
10. Support the Media and Communication Services by providing appropriate information

BEHAVIOURAL SKILLS, KNOWLEDGE AND EXPERIENCE

(Competencies, knowledge and experience needed for the satisfactory performance of the job)

Educational & Experience:

Qualifications

Essential

- Degree level

- 2-5 years' experience of leading a successful team.

Technical Knowledge

- Familiar with forms of contracts, including responsibilities and contractual obligations
- Computer literate and thoroughly conversant with MS Office suite and relevant engineering software packages.
- Familiar with Asset Management, Highway Maintenance, Health and Safety, and Quality Standards and Regulations
- Experience of Operations & Maintenance and Construction process

The Individual

- Have a proven record of working in a busy environment and should be decisive and prepared to assume additional responsibility when required.
- Able to work under pressure.
- Good Analysis/Reasoning skills.
- Effective communicator.
- Good conflict management skills.
- Staff mentoring capabilities.
- English and Arabic speaking.