

ORGANIZATIONAL CONTEXT

Job Title	RNMC Operations Manager
Job Code	Expert
Grade	2
Affairs	Assets Affairs
Department	Roads O&M
Section	Operations
Team	Network Management – Roads Network Management Centre
Date last updated	25 March 2014

JOB CONTENT

Role Objective

1. Responsible for the RNMC, its operations and delivery of the services and functions undertaken. Ensures that the people, processes, procedures and systems, including the RNMC facility, are suitable and adequate to deliver an efficient operational service.
2. Lead in ensuring that all stakeholder relationships, including clients and customers, are maintained and excellent services delivered.

Job Roles & Responsibilities

1. Ensure that all people, processes, procedures and systems relating to the RNMC are suitable and adequate and that agreed processes and procedures followed.
2. Ensure a continuous high quality customer focused service by ensuring that there is an adequately trained resource pool of staff at all times.
3. Manage the provision of all necessary support required to deliver services using staff based within the control room. This includes the application of any measures required to address poor performance from individuals or teams.
4. Secure adequate funding to ensure the operation of the RNMC, and the provision of resources necessary to support the delivery of services.
5. Upon escalation of an Event or Incident, support the Supervisor in managing the Event or Incident.
6. Escalate appropriate issues and risks to the Network Operations Manager.
7. Support the management of incidents outside of normal hours. This includes mobilising and leading Silver Command incidents.
8. Oversee RNMC Supervisors and ensure that they are experienced and fully informed, and available to deputise in the RNMC Operations Managers absence.
9. Work with operational partners and stakeholders such as the MOI and Emergency Services. Work to encourage information sharing between parties, thus promoting delivery of up to date and accurate information about current and future operational conditions.
10. Establish and maintain a close working relationship with contractors so that the maximum benefit can be achieved from a coordinated service delivery, and ensure that all systems management and development issues are being addressed.
11. Work with operational partners to maintain or improve the journey time reliability of the Road Network.

BEHAVIORAL SKILLS, KNOWLEDGE AND EXPERIENCE

(Knowledge and experience needed for the satisfactory performance of the job)

Educational & Experience:

Qualifications

Essential

- Degree

Desirable

Technical Knowledge

- Good level of Arabic and English
- Experience in Silver Command management
- Experience in working with Civil Services during the management of a crisis
- Must have substantial experience relevant to the provision and performance of road network operational front end services.
- Good knowledge of operations/customer focused business, preferably including control room management.

The Individual

- 10-15 years post-graduate experience and a minimum of 5-10 years' relevant experience
- Capable of working under pressure
- Able to demonstrate strong leadership and people management
- Excellent problem solving and decision making skills
- Able to delegate and work as part of a team
- Negotiation and conflict management / resolution skills
- Excellent communication skills