## ORGANIZATIONAL CONTEXT

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| **Job Title** | **RNMC PROCEDURES, TRAINING AND ICT SUPPORT MANAGER** |
| **Job Code** | Specialist - 1 |
| **Grade** | 3 |
| **Affairs** | Assets Affairs |
| **Department** | Roads O&M |
| **Section** | Operations |
| **Team** | Network Management – Road Network Management Centre |
| **Date last updated** | 25/03/14 |

## JOB CONTENT

### Role Objective

To provide continuing training and support to establish and maintain the full capability of staff who work in the Control Room.

Design and manage a robust and structured training programme for staff working in the Control Room.

Must ensure that staff has the necessary tools and procedures to enable the delivery of a proactive, reliable and safe service.

### Roles & Responsibilities

1. Ensure the delivery of a continuous high quality customer focused service from RNMC staff through staff development and robust procedures.

2. Develop, maintain and audit operations service procedures and provide required support.

3. Manage and undertake the provision of staff training to ensure that the latest procedures and processes are cascaded to RNMC staff.

4. Regularly review of internal processes to support the delivery of network operational status reporting.

5. Attend meetings with or on behalf of the RNMC Operations Manager relating to the effectiveness of processes, procedures and systems.

6. Work in partnership with the Operations Manager to extract Operations records and other data for use in the improvement of processes, procedures and systems.

7. Analysis of information for provision to the RNNC Operations Support Manager and for use in the assessment of systems, processes and procedures performance.

8. Ensuring correction of internal QA audit non-conformance.

9. Prevent the continuance of non-conformances and investigating the root causes of such non-conformances.

10. Monitor RNMC performance reports and KPIs and if necessary initiate any actions, including procedural changes and training, to correct problems found.

## BEHAVIOURAL SKILLS, KNOWLEDGE AND EXPERIENCE
*(Competencies, knowledge and experience needed for the satisfactory performance of the job)*

**Educational & Experience:**

**Qualifications**

***Essential:***

- 10+ years relevant experience

**Technical Knowledge**

- Should have experience of Information Systems and preferably have an Engineering qualification.
- Experienced in Procedures and Processes
- Wide experience of computer systems

**The Individual**

- Knowledge of business process management
- Understanding of people based competency systems and development framework
- Good project management skills
- Excellent problem solving and decision making
- Aptitude for using a variety of computer and software systems
- Good People Manager skills
- Excellent communication skills
- English and Arabic speaking