

Job Details			
Job Title	General Manager Water & Wastewater	Directorate	Operation Officer
Department	Operation	Section	N/A
Job Grade	M2	Reporting To	Chief Operation Officer (COO)
Job Dimensions			
Number of Direct Unique Roles Supervised	TBD	Total Number of Positions Supervised	TBD
Operating Expenditure (In Figures)	TBD	Capital Expenditure (In Figures)	TBD
Job Purpose			
Leading and overseeing the various Water & Wastewater activities in alignment with the organisational strategy and objectives, which includes Wastewater Projects & Operations and Maintenance (O&M). Ensuring efficiency and reliability, achieving operational excellence and adhering to the governance and standards. In addition, this role is responsible for continuously monitoring the performance of delivered activities and ensuring their compliance to the organisation's standards. Leading the operational performance and maintaining the progress reporting and advice on an improvement area. Ensuring that all operations of water & wastewater are conducted efficiently, safely, and in compliance with regulatory standards. Identify and evaluate new business opportunities, best practises and market trends to drive growth, expansion and innovation. Maintaining a system performance dashboard for all operational matters. Furthermore, the role is responsible for identifying any issues and conflicts and establishing corrective methods accordingly to ensure business continuity.			
Key Responsibilities, Accountabilities and Result Areas			
Description		Key Result Areas	
- Lead the translation of organisation's overarching strategy into objectives and plans for the directorates. - Ensure that the performance is effectively monitored and managed in order to achieve the directorates' mandates and objectives. - Establishing a dashboard to monitor and report the operational performance, maintenance and achievements. - Communicate and present Nama Holding business strategy and directions to its subsidiaries. - Identify and evaluate new business opportunities and market trends to drive growth and expansion. Oversee the day-to-day operations of the water & wastewater, ensuring efficiency and reliability in operation. - Manage the network performance, progress report and suggested an improvements area. - Responsible for maintaining high operational excellence and business compliance to the standards and regulation. - Develop innovation and new technologies that positioning Nama Holding in the market. - Optimize the non-revenue water & Infiltration. - Adhere to the rules and regulation and ensuring fully compliance to the requirements. - Ensure the water & wastewater dependability in the regions and the emergency response objectives. - Provide periodic reports on all water & wastewater Operation & maintenance activities to the management. - Carry on international benchmarking for the operational and performance and suggested improvements.		- Company vision, mission, and corporate strategy - Developing Business Objectives - Contributing to the Co. profitability. - Water & Wastewater Strategy and Plans - Water & Wastewater Directorates Performance (O&M Performance) - Wastewater Service Delivery - Wastewater Projects (Major and Minor)	

- Adhere to Asset Management system scope to maintain system resiliency, reliability and efficiency.
- Exploring new business and non-regulated activities to maximize the shareholders return.
- Maintaining high customer services satisfactions.
- Oversees the performance and high quality of the drinking water distribution and supply.
- Oversees the performance and high quality of drinking water supply and wastewater catchment.
- Ensure the achievement of the goals by setting priorities and objectives for direct reports, managing performance, developing and motivating highly qualified talent in order to maximise performance, and improve operational excellence and productivity.
- Develop and implement policies and procedure and operating model.
- Ensure the project delivery maintained and achieved as per the plan and budget.
- Ensure adherence to the Health, Safety, Environment and Quality (HSEQ) policies, procedures and guidelines.
- Implement and maintain robust HSE protocols to protect employees, customers, and assets.
- Conduct regular audits to ensure compliance with regulatory requirements and policies
- Reporting business compliance and ensure all operations comply with the regulations and standards
- Define SMART KPIs, responsibilities and authorities for team members and ensure objective periodic administration of the performance appraisal process.
- Review performance in an objective, fair, and transparent manner and hold people accountable for performance; create development plans in line with employee aspirations and company objectives.
- Actively coach team members on opportunities for performance improvement and capability development and take actions to leverage people's strengths and develop them through different available means.
- Building and maintaining a positive and productive work environment for team members in the department and supporting the knowledge sharing.
- Maintain an up-to-date knowledge and awareness of new technologies ensuring that the team understand these developments and reflect them in their work and recommendations.
- Delegate responsibilities and tasks to team members with clear timelines and expectations on quality; make available the requisite resources to perform the job, but ultimately owns the responsibility to deliver the tasks.
- Identify the business need for establishing or enhancing process or automation. Provide inputs in improving or modifications to existing processes, defining and documenting it; share and assign accountabilities within the team for managing the process.
- Ensure that departmental reports are prepared in a comprehensive, accurate and timely manner, and meet company's requirements and standards.
- Responsible for closing any audit observations related to the department.

Job Qualifications and Experience

Minimum Qualifications	- Minimum of a bachelor's degree in engineering, or a related field - Master's degree in engineering, or a related field is favoured but not mandatory	Professional Experience	Minimum of 11 years of relevant experience in Water & Wastewater operations or a related field
Key Competencies & Proficiency Levels			
Competency			Proficiency Level
Shaping The Future			Skilled
Managing Change			Skilled
Building People Capability			Skilled
Driving Operational Excellence			Skilled
Driving Results			Skilled
Managing Customers and Stakeholders			Skilled
Managing Personal Proficiency			Skilled
Communication and Working Relationships			
Internal	- Chief Operation Officer (COO) - Legal Counsel and other Chief and GM at EHC - Board of Directors of EHC and subsidiaries - CEOs of EHC and of relevant subsidiaries	External	- Oman Investment Authority - Authority for Public Service Regulation - State Audit Institute - Government offices - Contractors - Consultants - Suppliers
Document Control			
Documented By			
Validated By		Version No.	Valid Until

The job holder may be required to undertake additional responsibilities depending on Management and Business requirements.

Acknowledgement					
Employee Name		Employee Signature		Date	
Line Manager Name		Line Manager Signature		Date	