

Job Details			
Job Title	General Manager Electricity	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 Roles Supervised	TBD
Operating Expenditure (In Figures)	TBD	Capital Expenditure (In Figures)	TBD
Job Purpose			
Lead and oversight the operation of the Electricity Distribution & Supply, Companies to ensure efficiency and reliability, to achieve operational excellence and adhere to the governance and standards. Working closely with the Electricity companies and senior operations leadership teams to improve technical, operational and compliance. Leading the operational performance and maintaining the progress reporting and advice on an improvement area. Ensuring that all operations of electricity 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.			
Key Responsibilities, Accountabilities and Result Areas			
Description			Key Result Areas
- Lead the development of the long and short-term business strategy for electricity distribution & Supply and ensuring alignment between Nama Holding objectives and its subsidiaries. - Communicate and present Nama Holding business strategy and directions with the Electricity companies.. - Participate in the company level decision making process with joint responsibility for the development of long-term corporate strategies and Nama Holding - policies. - Identify and evaluate new business opportunities and market trends to drive growth and expansion. - Ensure that sound policies, procedures and internal controls are effectively employed for proper execution of duties, responsibilities and attainment of overall goals and targets in distribution function.			Strategic
- Oversee the day-to-day operations of the electricity, ensuring efficiency and reliability in electricity distribution. - Manage the power distribution system including all the related equipment in a cost effective, reliable and stable manner. - Implement best practices and operational standards to enhance performance and reduce operational costs. - 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. - Ensure operational safety in the power distribution activities - Responsible for overseeing the network operational and scheduling annual distribution maintenance plans.. - Develop innovation and new technologies that positioning Nama Holding in the market. - Carry on international benchmarking of Nama Holding subsidiaries operational and performance and suggested improvements. - Adhere to Asset Management system scope to maintain system resiliency, reliability and efficiency. - Develop a performance dashboard for all operational and safety matters.			Operational

▶ Exploring new business and non-regulated activities to maximize the shareholders return. ▶ Maintaining high customer services satisfactions. ▶ Ensure the project delivery maintained and achieved as per the plan and budget. ▶ Develop and implement policies and procedure and operating model. ▶ Coordinate with other stakeholder like government to smooth implementing of network improvements ▶ Develop goals, objectives, policies, and priorities for power distribution function.	
▶ Adhere to all organizational HSE policies and procedures. ▶ Implement and maintain robust HSE protocols to protect employees, customers, and assets. ▶ Conduct regular audits to ensure compliance with regulatory requirements and policies ▶ Ensure Nama Holding and its subsidiaries compliance to the health, safety and environmental standards. ▶ Report the HSE performance and suggested an improvement areas. ▶ Report incidents of HSE violations and lapses to competent authorities	HSE
▶ Adhere to the regulation and government direction. ▶ Reporting business compliance and ensure all operations comply with the regulations and standards.	Regulatory
• 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.	• Leading & Directing Teams
• Manage the development and implementation of departmental policies, systems, processes, and procedures to ensure compliance with regulatory and company's requirements and standards. • 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.	• Policies & Procedures

- Adhere to all company processes and procedures.

Job Qualifications and Experience

Minimum Qualifications	• Minimum of a Bachelor's degree in Engineering or a related field • Master's degree is favoured but not mandatory	Professional Experience	• Minimum 11 years of total work experience out of which minimum 8 years are in the electricity business/engineering/relevant.
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Key Competencies & Proficiency Levels

Competency	Proficiency Level
Shaping The Future	Skilled
Managing Change	Skilled
Building People Capability	Expert
Driving Operational Excellence	Expert
Driving Results	Expert
Managing Customers and Stakeholders	Expert
Managing Personal Proficiency	Expert

Following our discussion with the GCEO, please share the response below with the NHBOD regarding the revised NGHR policy. **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	• Contractors • Consultants • Suppliers • Oman Investment Authority • Authority for Public Service Regulation • State Audit Institute • Government offices
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Document Control

Documented By	Talent Management			
Validated By	COO	Version No.	3.0	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	