

# Ministry of Commerce, Industry, and Investment Promotion | Job Description

## Executive Director, Office of Empowering Specialisations

### 1. Job Title

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Executive Director, Office of Empowering Specialisations

### 2. Reporting Line

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- Reporting line: pending confirmation by Human Resources
- Scope of coverage: the regulatory, supervisory, legislative, service, administrative, and competition protection and anti-monopoly specialisations of the Ministry

### 3. Direct Reports and Team Composition

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- Specialisation specialists: 4
- Total: 5 staff including the Executive Director

### 4. Job Purpose

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The Executive Director leads the development and improvement of the efficiency and effectiveness of institutional processes within the Ministry of Commerce, Industry, and Investment Promotion, through building an integrated process map covering all Ministry specialisations, diagnosing operational gaps, improving procedures, and strengthening integration between units, contributing to higher service quality, faster execution, and institutional compliance and governance

### 5. Key Responsibilities and Accountabilities

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- Translate the programme objectives into an annual operating plan with prioritised initiatives, milestones, and resource allocation
- Prepare a comprehensive process map covering all Ministry specialisations: regulatory, supervisory, legislative, service, administrative, and competition protection and anti-monopoly
- Inventory and document current (As-Is) processes for each domain, including the sequence of procedures, the entities involved, decision points, inputs and outputs, and the identification of overlap and duplication points between processes
- Diagnose processes: analyse process efficiency in terms of time, cost, and number of steps; identify bottlenecks and stalling points; assess digitisation and automation levels; analyse the user journey across the service experience; and measure compliance and governance in regulatory and legislative processes
- Optimise processes: redesign processes (To-Be) according to principles of simplification, step reduction, duplication removal, integration enhancement, and the development of Standard Operating Procedures
- Propose digital solutions and automation for priority processes, improve service delivery channels, and align processes with legislative and regulatory requirements
- Institutional coordination with directorates, administrations, and specialisation functions across the Ministry
- Interface with the Office of Empowering Supporting Platforms on shared interaction points
- Coordination with the Programme Management Office (PMO)
- Develop key performance indicators for processes covering service completion time, procedure adherence rate, user satisfaction level, and compliance and oversight efficiency
- Establish a central process monitoring dashboard
- Apply a periodic review mechanism for continuous improvement
- Link operational performance to the Ministry's strategic objectives
- Lead the office team and develop its technical capabilities in process mapping, diagnosis, and optimisation

### 6. Performance Indicators

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- Business Readiness Index: above 79.58 by 2030, and above 81.55 by 2040 (source: Vision Document)
- Economic Freedom Index: above 7.36 by 2030, and above 7.52 by 2040 (source: Vision Document)
- Service completion time
- Procedure adherence rate
- User satisfaction level
- Compliance and oversight efficiency

### 7. Required Academic Qualifications

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- Minimum: a Bachelor's degree from a recognised university in business administration, public administration, industrial engineering, process engineering, public policy, or a related discipline
- Preferred: a Master's degree in a related discipline

### 8. Required Years and Type of Experience

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- Minimum 10 years of relevant experience, of which at least 4 years are in a senior leadership role
- Experience in process design, operational excellence, institutional governance, or quality assurance is essential
- Experience working with or within Omani government entities is preferred

### 9. Required Professional Certifications

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- Preferred: a recognised programme or project management certification such as PMP, PgMP, or MSP
- Desirable: an operational excellence certification such as Lean Six Sigma

## **10. Technical Competencies**

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- Process management and institutional governance
- Quality assurance and operational excellence
- Procedure design and re-engineering
- Senior-governance report writing
- Operational data-informed decision making
- Process mapping
- Process diagnosis
- Process optimisation
- Standard Operating Procedures development
- Familiarity with regulatory, supervisory, legislative, and competition-protection frameworks
- Institutional quality management

## **11. Behavioural and Leadership Competencies**

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- Strategic leadership
- Results orientation and accountability
- Institutional collaboration
- Integrity and professional confidentiality
- Senior stakeholder management
- Team development and capability building
- Resilience under the demands of public-sector leadership
- Operational excellence orientation and institutional change management

## **12. Language Requirements**

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- Arabic: full professional fluency, essential
- English: full professional fluency, essential

## **13. Key Stakeholder Interfaces**

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- Internal: Office of His Excellency the Minister of Commerce, Industry, and Investment Promotion
- Programme Management Office (PMO)
- Office of Empowering Supporting Platforms
- CEOs of the four executive programmes
- MOCIIP directorates and specialisation functions
- External: National Centre for Statistics and Information
- Relevant legislative and regulatory bodies for process alignment

## **14. Travel and Working Conditions**

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- Muscat-based, with a hybrid working pattern aligned to Ministry policy
- Light domestic travel only; the role does not require international travel

## **15. Other Requirements**

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- Omani nationality: a hard requirement
- Commitment to professional confidentiality on commercially and governmentally sensitive matters
- Adherence to the Civil Service Law and Ministry policies
- Acceptance of the PMO governance framework and the quarterly reporting and review cycle with the Financial and Economic Committee