



KING FAISAL HOSPITAL, RWANDA

Patient centered care

EXTERNAL ADVERTISEMENT

King Faisal Hospital, Rwanda, “A center of excellence in health service provision, clinical education and research”.

This is an exciting time for King Faisal Hospital, Rwanda as we embrace a new strategic direction.

The hospital has continued to grow due to its positive reputation for authentic compassionate healthcare and highly skilled medical practitioners, especially in specialized surgical and medical services.

King Faisal Hospital Kigali is looking for suitable candidate to fill the following position

POSITION	COMPETENCY REQUIREMENT	KEY RESPONSIBILITIES	No of POST
1.Chief Shared Services Officer (CSSO)	<p>EDUCATION AND EXPERIENCE</p> <ul style="list-style-type: none"> • Master’s degree in Business Administration, Management, Operations Management or any other related fields from a recognized institution; • Minimum of 10-year experience in operations or administration, preferably in the hospitality or healthcare sector with 5 years at management level; • Experience in management, operations, and leadership. 	<p>HUMAN RESOURCES MANAGEMENT</p> <ul style="list-style-type: none"> • Develop HR sub-strategy that supports the overall business goals of the hospital; • Collaborate with the CEO, the Deputy CEO and functional leadership in strategic planning and implementation of organization’s programs, procedures and processes; • Formulate strategic and operational objectives for the department under supervision; • Provide and communicate direction and oversight to the HR team ensuring that strategies, processes, policies and programs are in alignment with both the “best place to work” vision and KFH’s overall mission and vision; • Develop comprehensive strategic recruiting and retention plans to meet the human capital needs and strategic goals; • Develop and implement comprehensive compensation and benefits plans that are competitive and cost-effective; 	1

	<p>SKILLS AND ABILITIES</p> <ul style="list-style-type: none"> • Proven work experience as Operations Manager or similar role; • Knowledge of organizational effectiveness and operations management; • Experience budgeting and forecasting; • Familiarity with business and financial principles; • Excellent communication skills; • Outstanding organizational skills; • Conflict management; • Deadline-oriented; • Planning and organizing; • Adaptability; • Stress tolerance; • High-level HR duties; • Good knowledge of core hospital management processes will be an added advantage; • Help promote a company culture that encourages top performance and high morale; • Contribute operations information and recommendations to strategic plans and reviews, and prepare and complete action plans; • Organizational, administrative and leadership skills; • Strategic thinking and problem-solving skills; • Goal-oriented and results-driven; • Decision-making and delegation skills; • Experience in managing multi-layer outsourced services by third parties; • Ability to integrate critical information from diverse areas; • Critical thinking and multi-tasking; • Analytical and creative thinking skills; • Project management skills; • Strong persuasion and negotiation skills; • Business acumen / commercial orientation; • Relationship management skills (internal and external customers); • Communication and interpersonal skills including facilitation and presentation skills; 	<ul style="list-style-type: none"> • Provide overall leadership and guidance to the HR function by overseeing talent acquisition, career development, succession planning, retention, training, leadership development, compensation and benefits; • Advise on building or modifying organizational structures and operating systems and ensure that all People/HR systems and practices work together to meet organizational goals; • Design and execute performance management process, practices and systems that support the hospital's culture; • Build and lead/facilitate leadership development - from first line managers up to senior executives; • Be responsible for adherence to HR operational budget and accounts and be accountable for any variance between actual and budget figures. <p>HARD and SOFT FACILITIES</p> <ul style="list-style-type: none"> • Lead the development of the operations functional strategy in line with the Hospital's overall strategy; • Formulate strategic and operational objectives for the departments under supervision; • Manage budgets and forecasts for the departments under supervision; • Propose and communicate the Operations strategic direction and objectives to all staff; • Prepare the operations annual business plans to ensure delivery of the Hospital's strategic imperatives and make periodic adjustments as required; • Develop and ensure implementation of leading practice strategies in catering, laundry and administration in line with the overall corporate strategy; • Develop and ensure implementation of the robust catering, laundry, engineering & estate administration policies and procedures in accordance with the Hospital's core values and best practices in line with construction laws in Rwanda; • Continually review and assess the effectiveness and efficiency of the Hospital's catering, laundry & hard facilities administration policies, procedures and processes and identify improvement opportunities;
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	<ul style="list-style-type: none"> • Strong leadership and people management skills; • Ability to effectively manage multiple stakeholders; • Strong execution skills; • Strong collaboration and teaming skills. 	<ul style="list-style-type: none"> • Continuously conduct risk assessment and analysis of operational issues and advise the Directors of HR, Hard Facilities and Soft Facilities on the same; • Oversee delivery of efficient and cost-effective laundry services in order to ensure provision of clean, safe and high-quality linen care in line with the Hospital's objectives; • Oversee the Hospital's catering services to ensure delivery of high quality and efficient food production and service in the hospital's kitchen and staff canteen in line with established infection control, hygiene standards and quality management systems; • Oversee management of the Hospital's fleet of motor vehicles and all outsourced services in the Hospital including taxi, pottering, waste management, fumigation and pest control, gardening, drinking water and courier services in order to ensure efficient service delivery and value for money; • Coordinate the preparation of the operations budget and monitor its implementation upon approval; • Identify, deploy and motivate the operations team including performance appraisal, identification of training needs, mentorship and coaching as well as leave and absence management in line with the hospital's people agenda; • Any other responsibilities that may be assigned to the job holder by the supervisor from time to time.
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Join us and take on the challenge to provide Patient Centered Care!

How to Apply?

Submit your application through the following link:

https://docs.google.com/forms/d/e/1FAIpQLSemNREd8epNwaColsvD1uhcX32ZDfCVOfcYkOHhLLZihINhVA/viewform?usp=sf_link

Qualified candidates should send their Curriculum vitae, academic credentials, National ID and recommendation letter(s) from previous employer(s) addressed to the Chief Executive Officer to the above mentioned link **by November 28th 2022**.

KFH is proud to be an Equal Opportunity Employer. We offer a competitive compensation and benefits package.

Dr. Zerihun ABEBE
Chief Executive Officer