

JOB DESCRIPTION

Job Title	:	Site Liaison Officer
Location	:	Johannesburg, South Africa
Legal Entity	:	International SOS
Reports Functionally To	:	Senior Site Liaison Officer
Reports Administratively To	:	Senior Site Liaison Officer
Works Closely with	:	IAS, HR, Sales, and Accounts.
Direct Reports	:	NA

A. Company Overview

The world's leading medical & travel security services company. We are in the business of saving and protecting lives, when involved in medical or security situations.

More than 11,000 multi-cultural medical, security and logistics experts stand by to provide support and assistance from over 1,000 locations in 90 countries.

B. Business Unit Overview

Part of the Africa Operation Center, The Regional Service Delivery provides Support to secure Africa Operation including Staff mobilization as per contract to secure compliance sustainability and consistency of Medical Service delivery standard to clients (Commercial/cost/qualification), and support the development of capabilities to penetrate new market or Africa region

C. Overall Purpose of The Job *(Brief description of the primary purpose of this position)*

Provide quality logistical support and liaison with rotational staff in area of responsibility which will lead to professional and efficient service delivery to the client.

D. Key Responsibilities *(Critical responsibilities and skills of this position, listed in order of importance)*

1. Logistics

1.1. Rosters and Rotations

- Develop the roster for each staff member on each site on Kronos as per the applicable P&Ps. 1 year in advance. (In conjunction with CM/PM/OM if applicable).
- Send the roster to each staff member after it is developed and obtain their approval.
- Changes to the roster by the staff should be agreed with their back to back and the changes reflected on the Kronos providing they are online with their rotation schedule.
- Maintain the Kronos with necessary updates or changes as they occur.
- Notify the SSLO with locum needs well in advance to source a suitable coverage.

1.2. Visa Arrangements

- Ensure that the staff members have a valid visa (entry, work or business) for the country they are traveling to.
- Establish who (client or International SOS) is responsible for obtaining the visa or permit.
- Assist the client to obtain the necessary documentation required for Letters of Invitation or Visas or Work Permits if it is the clients who is responsible for the provision of visas.
- Assist the staff when they have to apply for visas in home country with documentation and online applications.
- Arrange visa services through recognized visa agents or other International SOS Travel desks.
- Maintain a valid copy of the visa on Oryx with the expiry date.
- Ensure that the visas are renewed on time.

1.3. Flight, Travel and Accommodation Arrangements

- Arrange flights and other travel for each rotation 6 to 8 weeks before the rotational date for routine rotations according to the company travel policy or the client contract.
- Communicate the flights itinerary to the staff & b/b and have them agree on the itinerary before ticket issuance.
- Raise LPOs for arranged flights on Oryx.
- Send a copy of the approved PO to Travel Agent before ticket issuance.
- Clear and update flight invoice details on the relevant PO on Oryx.
- Arrange accommodation if required according to the travel policy and the P&Ps
- Arrange ground transportation if applicable.
- Document all arrangements on Kronos for the applicable rotation.

1.4. Communication with Client and Staff

- Inform the client of the arrangements and arrival date of staff to arrange meet-and-greet service and transfer to site and ensure confirmation is received.
- Ensure meet & greet arrangements are communicated to staff before deployment.
- Send a mobilization notification to staff with e-tickets other arrangements and any other instructions for each rotation and ensure confirmation is received.
- Ensure to use the standard deployment email for the first rotation.
- Send the new staff a site presentation, country guide and the travel security policy.
- Make the staff completes and sends back the personal information sheet.
- The staff contact details should then be updated on Oryx.

2. Human Resources

2.1. Timesheets

- Receive timesheets of all staff as per the Timesheet P&Ps for preparation of Payroll report and for billing purposes.
- Save both provisional and final timesheets on the MS folder.
- Upload the month end final approved timesheet on Oryx.

2.2. Payroll activity report (before 12th of each month)

- Record monthly activity report to reflect all staff's on and off days for International Assignee Services using the provisional timesheet on Kronos.
- Prepare all expense claims received for the month and have these approved according to the P&Ps.
- Save the expense claims on the MS Folder.
- Insert the expense amount that needs to be reimbursed to the staff on Kronos for payroll extraction.
- Raise Purchase orders on Oryx for rechargeable expenses after the necessary approval is obtained so they could be recharged to the client.
- Maintain soft copies of approved expenses on the payroll folder and ORYX.

2.3. Recruitment of new staff for existing positions

- Monitor the recruitment process to ensure that you have a replacement in time.
- Provide the recruitment team with a tentative start date of the staff.
- Liaise with IAS Recruitment and IAS Business Partners for all the staffing requirements and changes.

2.4. Resignations/Terminations

- When notified by Medsite Management, IAS, the Medical Director, OM, SSLO or the SLM should be informed that a staff to be terminated or will resign notify IAS Business Partner and IAS Recruitment teams.
- Complete steps as outlined in the demobilization checklist.
- Upload demobilization checklist to Oryx.

3. Staff and Site Liaison

- Develop a good working relationship with site staff.
- Reply to e-mail and telephone calls promptly (by the next working day if not an emergency)
- Refer any actual or potential problems that may damage client or staff relationships to SSLO and Medsite Director.
- Actively seek information or solutions to staff's logistical issues and give feedback to staff by next working day (if not an emergency).

- Refer all non-logistical issues to relevant departments (i.e. Medical Support, **IAS**); it is not the responsibility of the SLO to solve these problems, but to ensure it is attended to.
- Log calls to staff as well as follow up actions on Kronos.
- Obtain a Birthday report from Oryx and ensure that staff is congratulated on birthdays and other significant days. Inform senior management of any significant events you come aware of.
- Ensure that Oryx is updated with medical staff details. Reflect changes to staff details including contact numbers and email addresses on Oryx.

4. Customer Service

- Ensure high standard of customer satisfaction by taking a hands-on, personal and direct approach.
- Encourage a culture of customer service amongst staff and colleagues.
- Promote teamwork with all staff and colleagues.
- Display a positive attitude to staff and clients.

5. Mobilization of New Staff

- Complete Pre-mobilization list and file according to P&P's.
- Upload the completed pre-mobilization on ORYX.
- Arrange logistics for orientation in JHB/Dubai.
- Organize all the required e-trainings & communicate the log in details to the staff.
- Register the staff for MSRC.
- Register the staff for receipt of Medical & Security Alerts.
- Arrange logistics for deployment to site.
- Ensure to provide soft copies of the timesheet template, expense claim form, medical claim form
- File all documents in appropriate folder/system.
- Determine uniforms requirements and issue to staff or inform staff what to acquire.
- Send out welcome letter with Site Information sheet.

6. Reports

- Site and staff weekly or monthly report should be uploaded on Oryx or SharePoint.

7. General and Administrative Responsibilities

- Update staff files to ensure that we have the following documents:
 - Passport copy.
 - CV.
 - Passport photo.
 - License/registration documents.
 - ACLS/ATLS certificates.
 - HUET / BOSIET certificates.
 - Any other required documents.
- Ensure all the above documents are uploaded on Oryx.
- Attend weekly meetings as directed by the SSLO/ SLM to report on and discuss issues relating to the operation and improvement of services and activities.
- Perform any other duties as required and directed from time to time by the SSLO/SLM.

8. Occupational Health and Safety Responsibilities

- Work safely to protect themselves and others from injury.
- Report any work hazards. Everyone in the workplace shares this responsibility equally.
- Undertake all mandatory training as required.
- Obey all health and safety procedures including correctly wearing all PPE provided.
- Report any workplace injury, illness or near misses. It is important to notify supervisors or employers of all injuries, no matter how insignificant they seem.
- Get to know emergency procedures and the location of the first aid kit and AED.
- Ask questions to check or clarify any issues relate to OH&S training, tasks or any issue that may affect safety in the workplace.

C. Job Profile

Required Skills and Knowledge *(Brief description of technical knowledge or skills needed to perform the job)*

- Professional written and verbal communication skills.
- Time management.
- Team player.
- Leadership.
- Cultural awareness.
- Able to adapt to a fast paced and changeable environment.

Required Competencies *(Critical behaviors necessary to successfully perform the job)*

#	Competency		Description
2	Dealing with Ambiguity	X	Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
10	Compassion	X	Genuinely cares about people; is concerned about their work and non-work problems; is available and ready to help; is sympathetic to the plight of others not as fortunate; demonstrates real empathy with the joys and pains of others.
15	Customer Focus	X	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
22	Ethics and Values	X	Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
26	Humor	X	Has a positive and constructive sense of humor; can laugh at him/her and with others; is appropriately funny and can use humor to ease tension.
47	Planning	X	Accurately scopes out the length and difficulty of tasks and projects: sets objectives and goals: breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
51	Problem Solving	X	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
67	Written Communication	X	Is able to write clearly and succinctly in a variety of communication settings and styles: can messages across that have the desired effect.

Required Work Experience *(Brief description of the job-related experience needed to perform the job)*

- 3-5 year of experience in logistics, finance, communication, travel, administrative sphere, customer service, human resources.
- Atleast 1 year of experience working in a travel agency.

Required Qualifications *(Brief description of the educational background needed to perform the job)*

- University Degree.

Required Languages *(Brief description of the language skills needed to perform the job)*

- English language skills (oral and written) an absolute must.
- Knowledge of additional language is a significant advantage.

Travel / Rotation Requirements *(Brief description of any travel or rotation requirements)*

- Minimal travel required.

This job description outlines the types of responsibilities the incumbent is required to perform. The incumbent may be required to perform job related tasks other than those specifically presented in this job description. This job description is subject to regular review.

Name & Surname of Reporting Manager

Name & Surname of Employee

Signature

Signature

Date

Date

Version 1.7

Date: May 2021