

Maudsley Health Hospital

Job Description

Post Title	HR and Admin Officer
Hours	40 (42.5 to include break).
Department	Human Resources
Base	Maudsley Health Hospital, Abu Dhabi
Reports managerially to Reports accountable to	Head of Human Resources
	<i>The postholder will be employed by MACANI LLC.</i>

Maudsley Health

1 Maudsley Health is the brand name for the collaboration between South London and Maudsley NHS Foundation Trust (SLaM) and MACANI, the local partner. It was formed in 2015 to support the development of high-quality mental health services within the Middle East. Ambitious development plans are being progressed, and the service is growing geographically and clinically in a planned way. Maudsley Health began by providing child and adolescent mental health services in Abu Dhabi in 2015 and then Adult Mental Health Services in 2017. In 2018 the service successfully bid for a contract to work with the then Ministry of Health and Prevention (now Emirates Health Services) to support the development of Al Amal Psychiatric Hospital in Dubai.

The aim of Maudsley Health in the UAE is to deliver high quality mental health services, including advice, training and consultation across the range of mental health problems. This requires working collaboratively with multi-disciplinary colleagues, other professionals, families and patients. The service aims to provide a supportive environment using evidence-based approaches and will offer training and development to professionals.

The post is being created to support the development of services in the Middle East.

They will have access to an office and computer facilities; the use of an electronic record system is required.



Maudsley Health - Vision and Mission

Vision

To be a service of excellence and innovation and to help establish the UAE as a world class provider of mental health care

Mission

- ❖ To improve the mental health and wellbeing of the UAE population.
- ❖ To deliver high quality evidence based care; Prevention, Early Intervention, Community, Outpatient and inpatient mental health services.
- ❖ To have professional, motivated and happy staff who feel proud of their contribution.
- ❖ For patients to feel cared for and that the service they received has been positive for them.
- ❖ To be actively influencing, supporting and delivering quality research in the MENA region.
- ❖ To grow into a specialized mental health teaching organization.
- ❖ To actively support medical tourism.
- ❖ To be authentic and sustainable.

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2	<p>Job Purpose</p> <p>The HR & Administration Officer will support the full spectrum of HR and administrative functions, including recruitment, employee lifecycle management, staff licensing, visa processing, and day-to-day HR operations. The role also involves preparing minutes of meetings, maintaining HR documentation, and ensuring compliance with UAE labour laws and regulatory requirements. The ideal candidate will be highly organised, detail-oriented, and experienced in managing HR processes within a fast-paced environment, preferably in healthcare or a regulated sector.</p> <p>Experience within healthcare settings is essential, and an understanding of mental health services is highly desirable.</p> <ul style="list-style-type: none"> •
3	<p>Key Responsibilities</p> <p>1. Recruitment & Onboarding</p> <ul style="list-style-type: none"> • Coordinate end-to-end recruitment processes including job postings, CV screening, interview scheduling, and applicant communication. • Prepare offer letters, employment contracts, and onboarding documentation • Conduct onboarding processes and ensure all pre-employment requirements are completed • Liaise with hiring managers to support workforce planning and recruitment needs. <p>2. Full Employment Cycle Management</p> <ul style="list-style-type: none"> • Manage the complete employee lifecycle from hiring to exit • Maintain and update employee records, HRIS, and personnel files • Support probation reviews, confirmations, contract renewals, and offboarding processes • Prepare HR letters including salary certificates, NOCs, experience letters, and employment verification.

3. Licensing & Regulatory Compliance

- Manage professional licensing applications, renewals, and documentation for staff for MOH and DHA.
- Track license expiry dates and ensure timely renewals
- Coordinate DataFlow/PSV and credential verification processes
- Ensure compliance with regulatory and internal HR policies

4. Visa & Immigration Processing

- Handle employment visa applications, renewals, cancellations, and status changes
- Coordinate Emirates ID applications, medical fitness tests, and labour contracts
- Liaise with PROs, typing centres, and government portals for all immigration-related processes
- Maintain accurate records of visa status and expiry tracking

5. Day-to-Day HR Operations

- Support daily HR administrative tasks and employee queries
- Maintain attendance, leave records, and HR documentation
- Assist with payroll inputs and HR reporting as required
- Ensure HR policies and procedures are consistently implemented
- Maintain confidentiality of employee information at all times

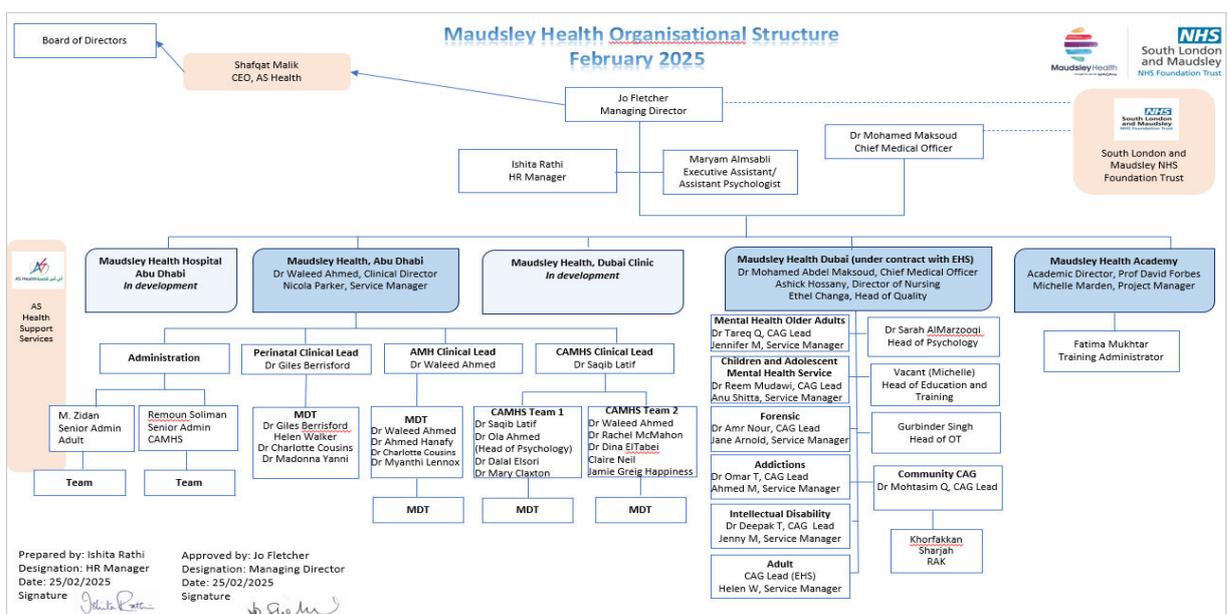
6. Meeting Coordination & Documentation

- Schedule performance meetings as required and in coordination with Project Manager.
- Prepare agendas and record accurate minutes of meetings
- Circulate minutes and follow up on action points
- Maintain proper documentation and filing of meeting records

7. General Administration

- Support general office administration and coordination
- Maintain organised filing systems (digital and physical)
- Coordinate with internal departments for operational and administrative support
- Assist with staff accommodation, logistics, and other administrative requirements.

Organisational Position



5	<p>Contribution:</p> <p>Time commitment: 42.5 hours per week (including break).</p> <p>On occasion additional hours may be required to undertake the role well. Under Labour Law, the hours must not exceed 48. Flexibility may be required.</p>
6	<p>Other Information</p> <p><u>Confidentiality</u></p> <p>Confidentiality/data protection regarding all personal information and service activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as FAHR and the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all relevant Information governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.</p> <p><u>Equal Opportunities</u></p> <p>Promote the concepts of equality of opportunity and managing diversity service wide.</p> <p><u>Health and Safety</u></p> <p>Employees must be aware of Health and Safety responsibilities, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.</p> <p><u>Infection Prevention and Control</u></p> <p>Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with service policy.</p> <p><u>Professional standards and performance review</u></p> <p>Maintain consistently high professional standards and act in accordance with the relevant professional code of conduct. Employees are expected to participate in the performance review process.</p> <p><u>Service/Department standards</u></p> <p>Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.</p> <p><u>Finance</u></p> <p>All staff will comply with the financial processes and procedures.</p> <p><u>Safeguarding Children</u></p> <p>Employees must be aware of the responsibilities for safeguarding children and vulnerable adults.</p> <p><u>Code of Conduct</u></p> <p>The post holder is required to adhere to the standards of conduct expected of all staff, under the requirements of FAHR. This job description will be subject to regular review and adjustment.</p> <p><u>Caveat</u></p> <p>This job description is an outline of the key tasks and responsibilities of the post, and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the service, as well as the personal development of the post holder.</p>
7	<p>Brief terms and conditions</p> <p>(All below are subject to change)</p> <ul style="list-style-type: none"> ▪ All staff have 22 days annual leave per annum, plus the government declared national holidays.

- The post-holder will be an employee of Macani, a UAE entity.
- The post-holder will be expected to live within 60 minutes of their workplace unless agreed otherwise by prior negotiation.
- The appointment will be subject to satisfactory visa requirements, including health testing.

Person Specification

Essential

- High proficiency in MS Office and HR systems.HR
- Proven experience in HR licensing and/or talent acquisition within a healthcare setting.
- Strong working knowledge of MOH and DHA licensing regulations and processes.
- Experience managing healthcare professional credentials and regulatory documentation.
- Strong organisational skills with the ability to manage multiple cases and deadlines.
- Excellent communication skills, both written and verbal.
- High level of attention to detail and confidentiality.

Desirable

- Experience within mental health services.
- Familiarity with JCI, DOH, or other healthcare accreditation standards.
- Experience working in a multi-disciplinary healthcare environment.
- Ability to speak, read and write in Arabic.

Qualifications

- Bachelor’s degree in Human Resources, Business Administration, Healthcare Management, or a related field.
- Relevant HR or recruitment certification is an advantage.

Personal Attributes

- Excellent communication skills.
- Professional, ethical, and compliant approach to HR practice.
- Ability to work independently and as part of a team.
- Proactive, solution-oriented mindset.
- Strong interpersonal skills and cultural awareness.

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Staff Name:	
Signature:	
Date:	
Line Manager:	
Signature:	
Date:	