

POSITION DETAILS	
Position Title	Supervisor, Education Services Section
Division	Operations and Engagement Department
Department	Ras Al Khaimah Department of Knowledge

Role Purpose

To oversee student and educational services across private schools in Ras Al Khaimah through effective governance of registration, examinations, grading, and related digital systems. The role ensures full compliance with RAK DOK and Ministry of Education regulations, supports system integration and digital improvement initiatives, and drives continuous service enhancement through policy implementation, operational oversight, and cross-department coordination.

Key Responsibilities

- Provide regulatory governance and oversight of student services systems and processes to ensure data integrity, accuracy, and compliance with RAK DOK standards.
- Lead the students' services and operations, including students' registrations, promotion attendance, and grades recording across private schools.
- Review and decide on exceptional and high-risk student cases, including age eligibility, late registration, incomplete documentation, and escalations.
- Ensure operational readiness and service continuity of student services during critical academic periods, such as registration windows, examinations, grade submission, and academic year closure.
- Manage risk, escalation, and emergency response coordination for sensitive student cases, ensuring adherence to approved protocols.
- Oversee system governance, access control, and administrative authorizations, coordinating with technical teams to ensure secure and effective use of student services systems.
- Coordinate with external regulatory bodies (MOE, EGA, and others) on student services operations and system integration matters.
- Ensure institutional accountability and transparency through structured reporting, data validation, compliance monitoring, and escalation of non-compliance.
- Contribute to policy development and regulatory enhancement by providing operational insights, implementation feedback, and improvement recommendations.
- Plan, approve, and oversee workshops and training sessions for schools on the use of Al Manhal, student attendance recording, grade entry, and related student services functions.
- Oversee the implementation and monitoring of student attendance processes on Al Manhal, ensuring schools comply with approved attendance policies and reporting requirements.
- Supervise data accuracy and completeness for attendance records and student status across all schools using Al Manhal.
- Coordinate with technical teams to address system-related challenges affecting attendance, registration, or reporting functionalities.
- Provide Daily coordination and follow up with the relevant stakeholders in schools on relevant matters .



Profile

- **Education:** Bachelor's degree in relevant field (bachelor's degree in communication or business administration or a similar field).
- **Experience:**
 - 3 – 5 Years in Education services or similar role
 - Experience within education, government, or a similarly complex environment is preferred.
- **Languages:** Excellent written and spoken English and Arabic, with strong report writing and presentation skills.

Competencies

Behavioral

- Excellence in performance and outcomes
- Active communication
- Creativity and problem-solving
- Customer focus
- Team spirit
- Organizational and ethical awareness

