

Job Description



Job Title: Public Relations Officer	Division: Authentication
Reporting to: TBC	Function: Human Resources
Location: Dubai	Job Grade: E10
Travel (Frequent/Some/None): Some	

1. ROLE PURPOSE AND SUMMARY

The Public Relations officer's role is to act as a liaison between De La Rue and Government entities (MOL, GDRFA, MOHRE, TASHEEL, and other e-services). The role will provide support and guidance to employees to ensure smooth processing of visa applications, renewals and cancellations. As a representative of De La Rue and with an internal customer base, a high level of professionalism is paramount.

2. DIMENSIONS AND REPORTING LINES (number of reports and financial values)

- This position does not have any direct reports.

3. KEY ACCOUNTABILITIES

Individual

- Obtaining new employment visas, renewing employee work permits and facilitating cancellation of visas.
- Coordinate medical examinations required for visa processing.
- Ensure all business and trade Licenses are updated, follow-up on official approvals and timely permits, to prevent unnecessary violations.
- Support the company with any matter related to the Emiratization program.
- Maintaining records for all related transactions and payments.
- Collect and give regular updates on all work and immigration standards from the government offices to keep the HR office well informed for any changes in procedures and rules.
- Ensure compliance with all legal and regulatory requirements relating to document and records management.
- Any additional admin tasks advised by the line manager.

Common to all roles

- To ensure full participation in the performance development review (PDR) process and maintain an up-to-date record of all training and development activities/programs
- To always act and behave in a way compliant with all De La Rue company guidelines and policies, especially those relating to values and behaviours, environmental health and safety, ethics, and codes of conduct, as it is through living our values that we strengthen the culture of our business and demonstrate our understanding of our Code of Business Principles. Further information on our company values can be found in our "Living the Values" guidelines

4. CAPABILITY (qualifications, experience, and skills)

- Fluent in Arabic and English is essential (written and verbal)
- Experience in a similar role in the UAE
- Knowledge and experience in the UAE visa process.
- Knowledge of local labour law relating to immigration rules and regulations
- Competent user of Microsoft office to include; Outlook, Word and Excel
- Strong customer-service orientation with a confident and enthusiastic approach to work
- Positive outlook, demonstrating patience, excellent listening and questioning skills.
- Able to work to strict Policy and Procedures and desire to ensure consistency in approach to all tasks.
- Strong Administration and Problem-solving skills.
- Ability to maintain a high degree of Confidentiality.

This role requires the candidate to have their own car to travel to appointments for visa renewals etc.

Job Holder: Date:

Manager: Date: