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**CIRCULAR No. 225**  
**OSC Ref. C. 4515/S3**

**10<sup>th</sup> September, 2020**

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill the vacant post of **Director, Organizational Development (GMG/SEG 2)** in the **Human Resource Management & Administration, Court Administration Division**, salary range \$2,023,418 - \$2,405,208 per annum and any allowance(s) attached to the post.

**Job Purpose**

Under the general direction of the Senior Director, Human Resource Management and Administration (GMG/SEG 4), the Director, Organizational Development (GMG/SEG 2) provides management, advisory and support service to the organization with a view to improving the efficiency and effectiveness of its operations.

**Key Responsibilities**

**Technical/Professional**

**a. To conduct organizational reviews with the Department**

- Identifies and documents areas in need of strengthening in terms of structure, systems and Human Resource development;
- Consults with Divisional Heads and other senior managers and staff in the Department to identify and determine challenges;
- Conducts preliminary surveys to determine and define the objective of the study, scope of study, appropriate methods and techniques to be employed and the requisite terms of reference;
- Develops detailed plans of action in collaboration with the Strategic Planning Division relevant parties including targets and deadlines;
- Examines relevant statutes, regulations, directives and reports related to the organization to determine legislative framework for functional responsibility in consultation with the Legal Officer;
- Maintains organizational structure in alignment with the desired mission and culture of the organization; establishes a system for identifying and determining structure related problems; ensures that organizational restructuring is in line with the Strategic Plan of the organization;
- Collects job related data through interviews, questionnaires, observations and examining records to validate findings;
- Examines the delegation and exercise of authority, grouping of functions, inter-relationship of organizational entities to determine any significant bearing on departmental operations;
- Studies formal and informal lines of communication and controls and the allocation of planning and developmental activities;
- Conducts detailed analyses of data collected;
- Develops specific recommendations/solutions to challenges identified including changes in organization and dimension of work boundaries and relationship regarding authority and accountability, functional and organizational structure, span of control, channel of coordination and communication, existing legislation, manpower utilization, forms and office output;
- Develops new and revised Job Descriptions;
- Prepares charts of existing and proposed organizational structures;
- Discusses finding and recommendations with Divisional Heads and senior managers to arrive at consensus;
- Prepares and submits reports of findings and recommendations;
- Assists with implementation of recommendations.

**b. To conduct systems and procedures studies:**

- Examines the operations and work flow of the selected entities to determine systematic weaknesses, eg. Duplications /overlaps, waste as well as activities that do not add value to the process by:
  - Conducting interviews with staff;
  - Observing the activities of staff in the working environment;
  - Administering questionnaires;
  - Reviewing previous reports/documents existing Job Descriptions and charts;
  - Preparing flow chart of current operations;
- Conducts analyses of the data to obtain full understanding of operations;
- Formulates recommendations to reflect business process re-engineering to eliminate duplications/overlaps and waste;
- Promotes the use of technology to enhance efficient delivery of service and accomplishment of major targets and objectives;
- Prepares Work Flow Process Charts of proposed operations;
- Presents findings and recommendations to Divisional Heads and senior managers;
- Prepares final reports;
- Updates/prepares Operational Manuals to reflect changes in policy/operations;
- Develops and implements a Change Management Plan that will deliver the outputs of the Department; conducts readiness for change exercises as required that will be specific and tailored to the desired result; identifies and assesses the impact of and resistance to change; utilizes the appropriate tools and techniques in the mitigation or reduction of resistance to change;
- Ensures that the business processes, contribute to maximum efficiency and effectiveness; develops mechanism to identify need for change within a process; defines the scope, issues, problems, opportunities and processes; gains commitment in principle to pursue the solution;
- Liaises with the ICT Division in ensuring that new systems take optimal advantage of opportunities provided by technology;
- Develops Standard Operating Procedures and maintains Operational Manuals to ensure consistency and quality assurance in the performance of duties throughout the organization;

**Required knowledge, Skills and Competencies****Core:**

- Integrity
- Confidentiality
- Planning & organizing skills
- Results oriented
- Leadership & management skills
- Communication skills
- Teamwork and co-operation skills
- Social skills
- Presentation skills

**Technical:**

- Knowledge of the operation of Government and Department's policies and procedures
- Knowledge of principles and practices of Human Resource Administration
- Strategic management skills
- Project management skills
- Goal/results oriented
- Use of technology

**Minimum Required Qualification and Experience**

- First Degree in Management or Social Science or equivalent;
- Five (5) years' experience in Operation Management or Human Resource Development to include at least two (2) years in a similar position;
- Specialized training in management consultancy/analysis;
- Sound knowledge of Government Administrative Systems and Operations Management.

**Special Conditions Associated with the Job**

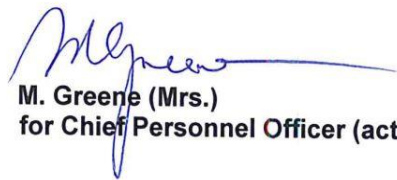
- Typical work environment
- Meeting deadlines for projects
- Island wide travel

Applications accompanied by Résumés should be submitted **no later than Wednesday, 23<sup>rd</sup> September, 2020 to:**

Senior Director  
Human Resource Management & Administration  
Court Administration Division  
The Towers, 8<sup>th</sup> Floor  
25 Dominica Drive  
Kingston 5.

Please note that only short listed applicants will be contacted.

**Please ensure that a copy of this circular is placed at a strategic position on the Notice Board of the Ministry/Department/Agency and brought to the attention of all eligible officers.**



M. Greene (Mrs.)  
for Chief Personnel Officer (acting)