



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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13th October, 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 following **vacant** posts in the **Jamaica National Agency for Accreditation**:

1. **Human Resource and Operation Manager (GMG/SEG 2)**, salary range \$2,023,418 – \$2,405,208 per annum and any allowance(s) attached to the post.
2. **Marketing, Communications and Administrative Officer (GMG/SEG 1)**, salary range \$1,577,167 – \$1,874,755 per annum and any allowance(s) attached to the post.

1. Human Resource and Operation (GMG/SEG 2)

Job Purpose

Under the direction of the Chief Executive Officer, the Human Resource & Operations Manager is responsible for performing a full range of Strategic and Operational HR functions that enables a high-performance culture within the Agency. This will include fostering teamwork, promoting process improvement, quality, productivity, goal attainment and on-going development of an exceptional workforce. The incumbent is also responsible for general office management including procurement in addition to managing the Training Unit.

Key Responsibilities

Professional/Technical

Insurance and Pension

- Oversees the GEASO Group Health Insurance documentation by notifying insurance providers of employee requested changes;
- Oversees the internal administration of Group Life AD&D and Dependent Life by:
 - Signing cover letters for monthly Group Life AD&D and Dependent Life Insurance Premium cheques and Group Insurance Change Reports as required
 - Signing the documentation notifying insurance providers of changes in salary and
 - Signing documentation pertaining to Death Benefits claims and ensuring supporting proof of death to the insurance company is included.
- Oversees the internal administration of Personal Accident Coverage by:
 - Reviewing and signing employee Accident Reports, pertinent forms and supporting documentation for submission to the insurance provider and
 - Signing insurance provider's Final Release & Discharge form on behalf of the Agency.
- Oversees the internal administration of the Group Pension Plan by:
 - Ensuring employees are enrolled and terminated in keeping with the terms and condition of the Pension Plan Trust Deed
 - Authorizing deduction forms instructing the Finance & Accounting Unit to commence monthly deduction of pension contributions.
- Oversees the internal administration of the Agency's Group Pension Plan Retirement Benefits by:
 - Ensuring all processes are efficiently executed in the administration of the benefit and
 - Submitting the requisite documentation and proof of death to Pension Plan Administrator when an employee dies in Service.
- Ensures adherence to the Agency's Human Resource Policies and Public Service Regulations by:
 - Providing guidance to management on the interpretation of the Agency's Disciplinary policies
 - Counselling staff on disciplinary issues and recommending disciplinary action
 - Administering the Agency's disciplinary policy relating to late attendance and unapproved absences

- Consulting with appropriate entities on matters relating to suspensions, dismissals and termination of contracts and
- Participating as member of enquiry panels pertaining to human related matters and making recommendations to the CEO.
- Ensures assessors are professionally indemnified in keeping with international accreditation best practices.

Compensation

- Guides the compensation process by:
 - Ensuring managers and non-managers are paid in keeping with approved salary scale
 - Preparing employment of staff forms for submission to the CEO
 - Preparing salary revision notification letters issued to managers and non-managers and related payment schedule for submission to the CEO
 - Reviewing and signing letters to staff advising of additional qualification, achievements and merit increase.
- Contributes to the preparation of the Agency's annual Compensation Budget by:
 - Consulting internal stakeholders to determine the posts to be operationalized in the ensuing Financial Year and
 - Submitting list of approved posts and accompanying salaries to the Finance Manager.

Procurement

- Collaborates in preparing and ensuring the realization of the Agency's annual Procurement Plans under the direction of the CEO by:
 - Updating Recurrent and Capital Expenditure Procurement Plans for the previous Financial Year
 - Ensuring accounting records are reconciled in keeping with established standards
 - Collaborating with the CEO and the Accreditation Manager in the development of Procurement Plans for ad hoc projects and programmes
 - Preparing and maintaining approved Annual Procurement Plans for the purchase of goods, services, capital goods and works and
 - Reviewing and certifying purchasing documents to ensure Procurement Plans are appropriately prepared.
- Leads the Agency's procurement process by:
 - Co-ordinating the preparation of Tender and Bid Documents for proposals as directed
 - Advising on procurement policies and procedures and approved suppliers as required
 - Preparing requisite tender and bid documents in accordance with Procurement Policy and Guidelines
 - Collaborating in the evaluation of tenders, the recommendation and the approval process
 - Collaborating on teams in negotiating service contracts on behalf of the Agency
 - Preparing and submitting procurement reports in the approved format to MIIC's Committee
 - Following through on the approval process of submissions made to MIIC's Procurement Committee
 - Monitoring processes for obtaining quotations for items and services for the Agency
 - Evaluating suppliers on the basis of cost, quality and on-time delivery of goods and services supplied on an annual basis
 - Certifying that purchase requisitions are completed in accordance with policy guidelines
 - Ensuring Purchase Orders are approved and GCT appropriately dealt with
 - Reviewing purchase requisitions received prior to submission to the CEO
 - Liaising with suppliers of goods and services to resolve discrepancies on a timely basis
 - Visiting approved suppliers to examine goods and bargaining with them to arrive at reasonable prices
 - Requesting quotations from suppliers for re-order lists as required
 - Ensuring invoices are signed, dated and checked against relevant delivery notes
 - Liaising with suppliers in resolving discrepancies on a timely basis
 - Ensuring items are collected from and delivered by suppliers on a timely basis and
 - Monitoring payments to ensure suppliers are paid for goods and services received by the Agency.

Human Resources

- Leads the Agency's Performance Appraisal System by:
 - Reviewing all Probationary Reports to recommend suitability for confirmation
 - Issuing annual Performance Appraisal Forms and stating completion timelines

- Reviewing Performance Appraisal Forms and recording relevant information as required
- Hosting follow-up meetings with managers and non-managers on performance related issues and next steps
- Signing and issuing letters to managers and non-managers advising of Annual Merit increase or Seniority Allowance payments and
- Signing and issuing letters to managers and non-managers not granted Annual Merit increase or Seniority Allowance payment.
- Plans and arranges for Human Resource interventions by:
 - Contracting services of consultants in various disciplines as directed
 - Recommending external training for internal managers and non-managers
 - Preparing sensitive documents and handling sensitive material for meetings as directed
 - Arranging venues, facilities and refreshments for proposed meetings and
 - Confirming attendance with participants of meetings.
- Networks with relevant stakeholders to build relationships, resolves issues and obtain classified information as required.
- Collaborates in managing the Agency's Revolving Loan Fund by:
 - Compiling loan requests received for submission to the CEO
 - Informing managers and non-managers on the outcome of the loan request
 - Producing the documentation to ensure loans granted are received and
 - Providing monthly reports on the loans approved and the fund balance to the CEO.
- Manages the welfare of managers and non-managers by:
 - Counselling and guiding staff on personal and professional related matters
 - Working with counselors employed to provide counseling or crisis intervention as required
 - Ensuring Employee Benefit policies are implemented as prescribed by the Agency's policies and guidelines
 - Ensuring disciplinary action administered is fair and impartial in adherence with legal requirements and existing policy framework
 - Assisting in implementing programmes for recognizing and rewarding staff members for outstanding performance and long service; and
 - Providing counseling for staff in preparation for separation from the Agency.
- Manages the Human Resource policies and procedures on behalf of the Agency by:
 - Preparing draft policies and procedures for the approval of the CEO
 - Implementing policies within the Agency approved by the Agency's Council
 - Interpreting and advising managers and non-managers on existing and new policies and procedures and
 - Circulating changes in employee benefits and related policies and procedures to staff.
- Processes applications for leave by:
 - Verifying and signing Leave Forms indicating current leave status; and
 - Submitting Leave Forms to the appropriate Manager.
- Oversees the general administrative activities of the Agency by:
 - Maintaining personal files for managers and non-managers in a timely and accurate manner; and
 - Creating files in accordance with the established filing system as required.
- Verifies and signs Employment Verification Letters to Embassies, Financial Institutions and other entities upon request;
- Prepares recommendation/reference letters requested by current and former managers, non-managers and by the Organizations conducting background checks;
- Produces Monthly, Quarterly and Annual Unit reports in the requisite format;
- Mediates disputes, resolves conflict and ensures proper documentation of issues, concerns and outcomes;
- Recommends HR related solutions to managers and non-managers in resolving issues;
- Maintains the Agency's Human Resources Operation Manuals ensuring relevance and currency;
- Attends and makes presentations on matters relating to Human Resources and Administrative Services at Board Meetings, as required;
- Liaises and manages services outsourced by monitoring the delivery of assigned contracts to ensure efficient delivery of services.
- Liaises with the Human Resources Director in MIIC on HR related matters as required.
- Obtains and processes quotations for items and services by:
 - Liaising with suppliers on specifications of new and old samples for requesting quotations;
 - Obtaining quotations from potential suppliers in accordance with the FAA Act and Procurement Policy;

- Presenting requested quotations from suppliers for approval in accordance with existing policy, procedures and guidelines; and
- Certifying items delivered and services rendered for payment on a timely basis.
- Prepares and processes Purchase Orders by:
 - Writing Purchase Orders in accordance with procedures and requirements upon approval; and
 - Liaising-up with suppliers on outstanding deliveries by enquiring of the status of outstanding deliveries.
- Maintains the database of all suppliers, tenders and requisitions received in the Agency.

Management/Administrative

- Leads the development of the Unit's Objectives on an annual basis.
- Plans, organizes, directs and controls the administrative operations of direct reports by:
 - Organizing job functions and duties for the Unit in consultation with the CEO; and
 - Ensuring the suitability of filing systems to facilitate effective storage and retrieval of documents.
- Assists in the development and maintenance of the documentation of the Quality Management System by:
 - Recommending changes and modifications to the Agency's Management System
 - Participating in the implementation of internal audits as required
 - Contributing to the development of policies and procedures as required and
 - Implementing preventive and corrective actions identified as directed.
- Contributes to the preparation of the Agency's Annual Strategic, Corporate and Operational Plans and reports;
- Prepares correspondence in a timely and professional manner in keeping with the established format to internal and external stakeholders;
- Informs direct reports of changes as they occur in Government policies and the resulting impact to their respective duties;
- Advises the CEO on matters impacting the Unit and the Agency;
- Reviews and submits the Attendance Record Report and Absence Report to the appropriate entity;
- Answers the telephone in keeping with the promise and standard outlined by the Government of Jamaica;
- Represents the Agency and participates at local, regional and international events as directed.

Human Resources

- Manages the performance of direct reports in accordance with the GOJ Performance Management and Appraisal System by:
 - Leading the development of Individual Work Plans for direct reports;
 - Submitting Unit Work Plans to the CEO for approval;
 - Monitoring the performance of direct reports on a daily basis;
 - Conducting Quarterly Evaluations in keeping with the PMAS objectives;
 - Completing formal evaluations in keeping with the PMAS objectives; and
 - Ensuring alignment of all activities carried out in the Unit with the Corporate Plan.
- Meets regularly with direct reports to discuss the Unit's accomplishments, challenges and to develop improvement strategies,
- Ensures that direct reports are informed of the Organization's policies, procedures and standards.
- Recommends change of duties, promotions, acting appointments, leave and time off for direct reports;
- Provides guidance to direct reports through coaching, mentoring and providing assistance and support when needed.

Required Knowledge, Skills and Competencies

- Proven capacity to operate both strategically and operationally with expertise in Strategic Development and execution across a range of Human Resources Programmes
- Demonstrates commitment to teamwork and the construction of a supportive, collaborative work environment with the ability to lead, supervise, coach and develop employees.
- Strong interpersonal skills
- Strong Procurement and Project Management skills
- Good oral and written communication skills
- Strong customer service skills

- Must be able to work on own initiative with minimum supervision and proven ability to multitask
- Literate in Microsoft Office and strong presentation skills

Minimum Required Qualification and Experience

- Bachelor's Degree in Human Resource Management/Development or equivalent from a recognized tertiary institution.
- Four (4) years' experience in the Public or Private Sector with at least 2 years in a management/supervisory position.
- Training in Business Administration/Procurement or Project Management would be an asset.
- Working knowledge of GOJs Procurement policy, guidelines and procedures would be an asset.

Special Conditions Associated with the Job

- Prolonged periods of concentration
- Sitting for prolonged periods

2. Marketing, Communications and Administrative Officer (GMG/SEG 1)

Job Purpose

Under the direction of the Strategic Planning and Business Development Manager, the incumbent has responsibility for planning, development and implementation of all of the Organization's Marketing Strategies, Marketing Communications and Public Relations activities, both external and internal. Co-ordinates at the strategic and tactical levels with the other functions of the organization. The incumbent also provides administrative support to the CEO.

Key Responsibilities

Marketing, Communications and Public Relations

- Has responsibilities for creating, implementing and measuring the success of:
 - Comprehensive Marketing, Communications and Public Relations programme that will enhance the Organization's image and position within the marketplace and the general public and facilitate internal and external communications;
 - All organization Marketing, Communications and Public Relations activities and materials including publications, media relations, client acquisition and so forth.
- Ensures articulation of the Organization's desired image and position by assuring:
 - Consistent communication of image and position throughout the Organization
 - Communication of image and position to all stakeholders, both internal and external.
- Has responsibilities for editorial direction, design, production and distribution of all organization publications;
- Co-ordinates media interest in the Organization and ensures regular contact with target media. Drafting press releases and appropriate responses to media enquiries;
- Acts as the Organization's representative with the Media and builds dialogue with Journalists as authorized;
- Ensures that the Organization regularly conducts relevant Market Research and co-ordinates and oversees this activity. Monitors trends;
- Leads projects as assigned, such as cause-related marketing and special events;
- Manages the Agency's Corporate Image in the public domain by:
 - Planning and organizing the design and production of materials for staging the Agency's events;
 - Implementing and maintaining the Agency's Corporate style in all written communication;
 - Co-ordinating the appearance of all organization print and electronic material such as letterheads, use of logo, brochures, etc.
- Develops and manages client communication tools by:
 - Ensuring the Agency's Website and Social/Professional Media pages are current and reflect the preferred corporate image;
 - Organizing marketing materials and logistics in keeping with the nature of events.

Administrative

- Provides administrative support to the CEO by:
 - Preparing business correspondence from rough drafts and verbal instructions to an electronic format as directed;
 - Preparing confidential Minutes;
 - Preparing speeches/presentations;
 - Dispatching correspondence as requested;
 - Signing for letters, memoranda and packages addressed to the CEO as required;
 - Submitting files to the CEO for necessary follow-up action to be taken;
 - Informing the CEO on matters arising from correspondence which require action;
 - Researching information required by the CEO;
 - Communicating with internal and external stakeholders as required by the CEO; and
 - Providing oversight of other administrative staff as required.

Planning and Budgeting

- Has responsibilities for the achievement of Marketing/Communications/Public Relations Mission, Goals and financial objectives. Ensures that the Evaluation Systems which are in place are related to these goals and objectives and reports progress;
- Develops short- and long-term Plans and Budgets for the Marketing/Communications/Public Relations Programme and its activities, monitors progress, assures adherence and evaluates performance;
- Recommends short- and long-term Organization goals and objectives;
- Develops, implements and monitors systems and procedures necessary for the smooth operation of the Marketing/Communications/Public Relations Function;
- Keeps informed of developments in the Field of Marketing, Communications, Public Relations, and Accreditation Services, and uses this information to help the Organization operate with initiative and innovation.

Organizational Strategy

- Works with senior staff, other permanent and temporary staff to: develop and maintain a Strategic perspective based on marketplace and customer/stakeholder needs and satisfaction;
- Helps make sure that the Organization's Philosophy, Mission and Vision are pertinent and practiced throughout the Organization;
- Develops and co-ordinates means to seek regular input from the Organization's key stakeholders regarding the quality of programmes and services and the Organization's relevance;
- Act as an internal consultant to bring attention and solutions to institutional priorities;
- Performs any other reasonable and relevant duties as assigned.

Required Knowledge, Skills and Competencies

- Demonstrated skills, knowledge and experience in the design and execution of Marketing, Communications and Public Relations activities
- Strong creative, strategic, analytical, organizational and personal sales skills
- Experience developing and managing budgets
- Demonstrated successful experience writing press releases, making presentations and negotiating with media;
- Experience overseeing the design and production of print materials and publications. Computer literacy in word processing, basic graphics and page layout;
- Commitment to working with shared leadership and in cross-functional teams;
- Strong oral and written communications skills
- Ability to manage multiple projects at a time

Minimum Required Qualification and Experience

- Minimum of four (4) years' experience in marketing or communications or public relations or related discipline with demonstrated success.
- Bachelor's Degree in Journalism/Marketing/Public Relations or related discipline preferred. Graduate Degree in a related field is desirable.

Special Conditions Associated with the Job

- Sitting for long hours
- Typing for long hours
- Driving intra-parish

Applications accompanied by résumés should be submitted **no later than Tuesday, 27th October, 2020 to:**

Email: recruitstaffagency@gmail.com

Please note that only shortlisted 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.



Merle I. Tam (Mrs.)
for Chief Personnel Officer