



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

30 NATIONAL HEROES CIRCLE, KINGSTON 4

JAMAICA, WEST INDIES

TEL: 876-922-8600

FAX: 876-924-9764

EMAIL: [communications@osc.gov.jm](mailto:communications@osc.gov.jm)

WEBSITE: [www.osc.gov.jm](http://www.osc.gov.jm)

### **CIRCULAR No. 272** **OSC Ref. C. 6210/S5<sup>18</sup>**

3<sup>rd</sup> November, 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 be assigned to the post of **Protocol Officer (FSG/FSO 3) (Western Region) (Not Vacant)** in the **Ministry of Foreign Affairs and Foreign Trade**, salary range \$1,577,167 – 1,874,755 per annum and any allowance(s) attached to the post.

#### **Job Purpose**

Reporting to the Director, Protocol Department at the Ministry's Head Office, the Protocol Officer assigned to the Western Region (Montego Bay) is responsible for planning, managing and co-ordinating the provision of Administrative Support and Protocol services for official visits, conference, civic functions and other official events held in Parishes of the Western Region (which include Hanover, Westmoreland, Trelawny and St James). Ensures that Protocol obligations are met in respect of visiting Heads of State, Dignitaries and other VIPs.

Co-ordinates the provision of Consular Services for local and foreign nationals in the Western Region.

#### **Key Responsibilities**

- Plans, manages and co-ordinates the provision of Protocol and Administrative support services for official and state visits and events, conferences, civic functions and other official events;
- Prepares the Operational Plan and Budget for the Western Office;
- Prepares Quarterly Performance Reviews on the activities of the Western Office;
- Attends meetings of Planning Committees for State and Official Visits in the capacity of Protocol Advisor for the Western Region;
- Provides advice to the Committee on matters of protocol in respect of State and Official Visits;
- Liaises with key agencies - Immigration, Customs, the JCF and Airport VIP Lounge, the Chief of Protocol and Office of the Prime Minister to co-ordinate logistical arrangements vis-a-vis the provision of security, transportation and hotel accommodation for visiting Heads of State, Dignitaries and other VIPs;
- Co-ordinates Reception and Departure Ceremonies connected with State and Official Visits. This involves:
  - Arranging and preparing social programmes (luncheons, appointments) for foreign dignitaries and their spouses
  - Preparing VIP Invitation Lists to ceremonies, dinners, luncheons and receptions;
  - Preparing Menu and Place Cards
  - Reconnaissance of places to be visited by VIPs
  - Ushering and ensuring that seating arrangements conform with the Official Order of Precedence
  - Use of the National Flag and National Anthem on these occasions
  - Escort Duties - Western Region, Jamaica House and Kings House
- Ensures that diplomatic courtesies are extended to visiting Heads of State, Dignitaries and other VIPs viz the provision of security, transportation and Protocol Escort services. Provides Protocol presence at various sites such as Hotel arrivals, airport arrivals and departures and official appointments;
- Arranges press briefings and media coverage of official events in consultation with Jamaica House;

- Co-ordinates arrangements for State and Official Funerals held in the Western Region by liaising with the Chief of Protocol, Office of the Prime Minister and other relevant Government Agencies. This entails:
  - Consulting with family members regarding funeral arrangements
  - Preparing draft obituary and making arrangement for publication
  - Preparing the Invitation List and Issuing of invitations to VIPs
  - Overseeing preparation of the church and seating arrangements
  - Ushering and seating VIPs at the ceremony.
- Has Responsibilities for the co-ordination of National Day Events in the Western Region viz Emancipation and Independence Day activities, National Prayer Vigils etc. by liaising with the Chief of Protocol, Office of the Prime Minister and other key agencies;
- Provides advice and assistance to relevant line Ministries and Agencies and non-government organizations in the planning and co-ordination of logistical arrangements for international conferences hosted by the Jamaican Government. This involves:
  - Attendance at Regional Planning Meetings set up with relevant Agencies. Chairs meetings as required.
  - Liaison with relevant Government Agencies regarding the provision of airport courtesies, transportation, hotel accommodation, security and medical services for visiting delegations
  - Recruitment and training of Liaison Officers
  - Preparation of airport duty schedules for Liaison Staff
  - Supervision of Liaison Staff to ensure that protocol objectives are met in respect of the extension of airport courtesies for visiting and local dignitaries
  - Liaison with Tour Companies to arrange tours for official visitors
  - Preparation of social programmes for visiting delegations
  - Preparation of invitation lists to dinners, luncheons, receptions for members of delegations
  - Arranging for press briefings and media coverage, as required.
- Provides advice to Government Agencies on matters of protocol in the planning of other local meetings and civic functions;
- Provides Consular Services and assistance to local and foreign nationals in response to requests from Government Agencies in the Western Region on a wide range of issues;
- Interfaces regularly with MFA&FT Head Office, Jamaica's Missions overseas, Police, Immigration, the JTB and various other agencies to obtain accurate information on the status of local and foreign nationals;
- Researches and prepares material to deliver training sessions on 'Protocol Practices and Procedures' to Customs and Immigration Officers, students, hotel staff, the Jamaica Chamber of Commerce and other Agencies, as required.

### **Required Knowledge, Skills and Competencies**

- General Knowledge of the Ministry's role and mandate
- Organizational awareness - general knowledge and understanding of the Jamaican Government's Foreign Policy.
- Sound knowledge of the provisions of the Vienna Conventions on Diplomatic and Consular Relations as well as the provisions of the Diplomatic Immunities and Privileges Act (1962)
- Excellent knowledge of State Protocol and Procedures
- Knowledge of Diplomatic Security requirements
- Familiarity with the Customs Act and the GOJ Immigration Regulations and Procedures
- Proven management capability
- Strong customer service orientation
- Excellent events planning and organizing skills
- Excellent oral and written communication skills
- Excellent interpersonal skills
- Ability to lead and work in teams
- Problem solving skills - ability to trouble shoot to resolve complex situational issues
- Knowledge of Computer Applications
- Proficiency in a Foreign Language would be an asset

**Minimum Required Qualification and Experience**

- First Degree in the Social Sciences or the Humanities
- Certification in Diplomatic Protocol and Etiquette
- Proficiency in Computer Applications
- Training in Supervisory Management
- A minimum of 10 years related professional experience acquired in the Public Sector, a Regional or International Organization

Applications accompanied by Résumés should be submitted **no later than Monday, 14<sup>th</sup> November, 2020 to:**

**Senior Director, Human Resource Management and Development  
Ministry of Foreign Affairs and Foreign Trade  
21 Dominica Drive  
Kingston 5**

Email: [hrmassistant@mfaft.gov.jm](mailto:hrmassistant@mfaft.gov.jm)

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**