



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

WEBSITE: www.osc.gov.jm

CIRCULAR No. 239

OSC Ref. C.5852⁵

14th July, 2021

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 **Office of His Excellency the Governor-General and Staff**:

1. **Director, Human Resource and Administration (GMG/SEG 2)**, in the **Human Resource and Administration Unit**, salary range \$2,023,418 - \$2,405,208 per annum and any allowance(s) attached to the post.
2. **Administrative/Personnel Officer (GMG/AM 4)**, in the **Human Resources Unit**, salary range \$1,410,802 – 1,677,000 per annum and any allowance(s) attached to the post.
3. **Executive Secretary 1 (OPS/SS 4)**, in the **General Administration/Corporate Services Unit**, salary range \$1,116,190 – \$1,326,799 per annum and any allowance(s) attached to the post.

1. Director, Human Resource and Administration (GMG/SEG 2)

Job Purpose

Under the direction of the Governor-General's Secretary, the Director, Human Resource and Administration is responsible for directing the range of Human Resource functions at the Office of The Governor-General and Staff (OGG) to include Recruitment and Retention processes, development of Job Descriptions, Training and Development, Performance Management processes, Recognition and Rewards Programmes, Compensation and Benefits administration, Welfare and Wellness Programmes, and the development of appropriate Human Resource Policies and Procedures.

This significant and impactful role requires sound understanding of people and excellent people management skills, excellent communication skills both in oral and written forms, sound knowledge of the operations of the Office of the Governor-General and Staff, and sound knowledge of Human Resource policies and procedures within the Public Sector, and attendant Acts and Regulations.

The incumbent effectively and efficiently delivers Human Resource services to Division Managers, Department Managers, and a diverse group of staff, and serves as the technical expert on all Human Resource matters.

The incumbent seeks to achieve the job purpose by embracing, demonstrating, and championing the Vision of the Office of the Governor-General and Staff ... *"A culture of excellence through people performance and partnerships"*.

Key Responsibilities

Management/Administrative:

- Contributes to the Organisation's Strategic Planning and Budgeting Process;
- Plays the leading role in directing the Human Resource activities of the Office. Serve as the technical expert on all Human Resource matters. Provide guidance to Division and Department Managers on pertinent HR matters such as recruitment and selection, compensation and benefits, training and development, disciplinary procedures, leave administration, etc.;
- Promotes, encourages, and champions a high-performance, solutions-oriented "Culture of Excellence" at every opportunity and among all staff groups;
- Makes recommendations to the Governor-General's Secretary in relation to the organization structure, and the operations of the General and Personal Establishments to

include but not limited to the alignment of staff, compensation and benefits, and appropriate policies and procedures;

- Develops and monitors the Annual Human Resource Operational Plan and Budget ensuring that output is realized according to agreed and measurable targets. Schedules approved Human Resource activities and submits Monthly Cash Flow requests to support same;
- Keeps abreast of reporting timelines, and submits approved Human Resource reports to the Ministry of Finance/other Departments as required;
- Carries out ongoing assessment of Human Resource processes, policies and procedures; recommends and/or implements appropriate internal controls in keeping with the Office of the Governor-General and Staff Standing Orders, Staff Orders, Public Service Regulations and other appropriate Acts and Regulations;
- Ensures legal compliance by monitoring and implementing those regulations which govern Human Resource Management and Administration, the working environment, and Occupational Health and Safety issues as prescribed. Briefs The Governor-General's Secretary on these matters; conducts investigations as needed, and maintains appropriate records;
- Conducts periodic audit of HR records and Personnel Files to assure compliance with established requirements;
- Provides leadership and management oversight of direct reports;
- Prepares Agendas and co-ordinates arrangements for General Staff Meetings to include Minutes and follow-up with relevant parties on action items;
- Prepares and submits weekly/fortnightly/monthly/quarterly/annual Management reports on portfolio responsibilities as required.

Technical/Professional:

- Keeps abreast of changes within local and international forums that can positively impact management of the Organisation's Human Resource. Maintains connection with a strong HR Professionals network (within Public and Private Sectors), and participates in approved HR meetings and conferences as required;
- Conducts research as needed, analyzes data and presents findings to inform submissions for changes to organisation structure, classification of posts, compensation, benefits, and other needs as required;
- Manages recruitment and employee onboarding processes, to include appropriate advertisements, database of applications, pre-employment tests/assessments, and orientation schedules;
- Manages job evaluation processes to derive job descriptions for all posts. Maintains printed and electronic database of all dated and current job descriptions;
- Maintains an active Training and Development Plan for all staff to include novel approaches as relevant. Encourages through deliberate initiatives, continuous learning and development;
- Conducts Training Needs Assessments; identifies appropriate interventions, and implements approved Training and Development activities on an on-going basis. Co-ordinates and/or facilitates training sessions as required;
- Implements and monitors the GOJ's Performance Management and Appraisal System (PMAS), and/or the Performance Monitoring and Evaluation System (PMES) in keeping with the Organization's Strategic Plan and Departmental Operational Plans. Devises and recommends for approval and implementation other appropriate Performance Management Systems as required for staff engaged on the Personal Establishment and other contracted staff;
- Monitors Performance Evaluation timelines for all staff; submits timely requests to Division and Department Managers and Supervisors, and follows-up to assure timely conclusion of the process for each staff;
- Develops and implements approved Recognition, Rewards, Retention, and Welfare and Wellness programmes for the Organization;
- Provides technical guidance and oversight for administrative processes relevant to compensation and all applicable benefits;
- Prepares for the approval and signature of The Governor-General's Secretary, all correspondence relating to employment and terms of engagement of all staff. This includes, but is not limited to appointments, transfers, resignations, terminations, etc. Prepare required advisories to the Finance and Accounts Department to effect approved payments;
- Conducts Exit Interviews, analyzes feedback, and makes recommendations for corrective/other actions as approved by the Governor-General's Secretary;

- Schedules meetings with Staff as needed to hear and resolve grievances. Provides advice to staff and Supervisors as relevant. Updates routinely the Governor-General's Secretary on all grievances and proposed disciplinary matters;
- Co-ordinates the periodic review of the OGG Standing Orders. Receives inputs and effects approved updates within agreed timelines;
- Conducts periodic sessions with staff to keep them abreast of the requirements of the Office of the Governor-General and Staff Standing Orders. Liaises with Division and Department Managers to assure consistent briefs to staff on the requirements of the Orders;
- Develops Standard Operating Procedures as relevant for the HR Portfolio of responsibilities;
- Directs and oversees the procurement process for the acquisition of uniforms and protective clothing/gears for relevant staff;
- Performs any other related duties which may be assigned from time to time.

Other:

- Is a working member of the Disaster and Emergency Management Committee;
- Serves on Special Projects Committee, Disciplinary Committee, and any other as may be required from time to time;
- Provides support as needed for State visits and related events, and other official events as required;
- Attends social/community events as required and provides support prior to and during events;
- Performs any other related duties that may be assigned from time to time.

Departmental Human Resource:

- Assesses training needs and recommends training interventions for assigned staff in keeping with operational objectives. Provides on-going coaching for staff and conducts training sessions as required to meet identified needs;
- Carries out Performance Evaluation processes for assigned staff;
- Conducts job specific orientation for new staff.
- Establishes regular meeting schedule with assigned staff to motivate, impart information, and address concerns;
- Authorizes Vacation and Departmental Leave for assigned staff in keeping with established policies and procedures;
- Recommends and/or manages disciplinary action for assigned staff in keeping with established policies and procedures.

Required Knowledge, Skills and Competencies

- Sound knowledge of the operations of the Office of the Governor-General and Staff
- Sound knowledge of Human Resource policies and procedures within the Public Sector
- Knowledge of Laws, Acts and Regulations that impact Human Resource functions, e.g. Pensions Act, Employment, Termination and Redundancy Act, etc.
- High ethical conduct and demonstrated integrity and confidentiality
- Sound understanding of people and excellent people management skills
- Excellent leadership skills. A “can-do” solutions-oriented approach to problem solving
- Excellent oral and written communication skills
- Proficient in the use of the Microsoft Suite of programmes and HR related programmes
- Approachable, empathetic, with the ability to balance strategic direction/objectives
- Skilled at motivating and engaging teams
- Excellent organizational and prioritization skills

Minimum Required Qualification and Experience

- An undergraduate degree in Human Resource Management or Business Administration; or Management or equivalent from a recognized University;
- Training in Human Resource Management in the Public Sector;
- Certification in Supervisory Management;
- At least five (5) years proven successful and progressive experience in Human Resource Management or related field in a Public Sector entity or comparable organization.

Special Conditions Associated with the Job

- The Director, Human Resource and Administration is expected to lead by example, and take a non-traditional approach to working hours. This means he/she may be required to work a flexible schedule which may include long hours, work on weekends and public holidays. This position requires solving problems that arise, and time-pressure to respond to the needs of Divisions/Departments. The incumbent could experience the pressures of simultaneously co-ordinating a wide range of activities;
- Required to Travel.

2. Administrative/Personnel Officer (GMG/AM 4)

Job Purpose

Under the general direction of the Director, Human Resource and Administration (DHR&A), the Administrative/Personnel Officer provides support for various functions in the Unit. These functions include Leave Administration; updating all aspects of Employee Service Records and their relevant research; implementing programmes related to staffing, recruitment and selection, staff welfare and benefits; training and performance management as well as general record keeping, in support of the Unit.

The incumbent, guided by the relevant policies, supports the Director by implementing procedures related to the effective use of human capital within King's House through an efficient recruitment and selection process which contributes to employing the right balance of employees in terms of skills, competencies and experience. He or she is a participant in employee benefit procedures as well as relevant training and development programmes, all of which contributes to the Office of His Excellency the Governor-General and Staff in attracting the optimum skills and competencies needed to realize its mandate and priorities.

The Administrative/Personnel Officer achieves the above being supportive of '*a culture of excellence through people performance and partnerships*', coupled with self-motivation, commitment, accountability and responsibility.

Key Responsibilities

Technical/Professional:

Recruitment and Selection:

- Demonstrates the highest standards of ethical and moral conduct in order to promote confidence and trust in the output of the Unit;
- Drafts letters of recommendation to the Office of the Services Commission for employment, acting appointments, assignments, transfers and promotion of employees;
- Assists Programme Managers and Unit Heads to understand and implement Human Resource Management and Administration regulations, policies and procedures;
- Supports the recruitment process by:
 - Preparing advertisements to be placed internally and externally as required;
 - Reviewing resumes from applicants;
 - Creating and submitting shortlists of candidates;
 - Confirming interview panel members;
 - Creating interview packages with relevant content;
 - Confirming use of the Conference Room, and arrange for refreshments;
- Contacts and informs successful and un-successful candidates of interview outcome;
- Arranges for final interviews with the Governor-General as well as reference and background checks once successful candidates have been selected;
- Assists with the recruitment and selection process and appointment of new employees and verify the authenticity of documents presented;
- Prepares job letters as instructed and assists in preparing Orientation Programmes for newly- hired staff. Arrange for medical examinations for permanently appointed staff.

Employee Welfare and Benefit Programmes:

- Computes staff leave entitlement, and ensures that all approved leave is appropriately recorded;

- Prepares submissions for approval and special consideration for Vacation, Special, Sick and No-pay Leave;
- Liaises with the various Units to ensure that all resumption of duties memoranda are processed and submitted to the Finance and Accounting Unit;
- Monitors the *Attendance Register* and compile the *Weekly Absenteeism and Late Arrival Report*;
- Prepares draft letters related to warnings and or other disciplinary matters for persistent violators in keeping with GOJ policy guidelines;
- Processes applications for staff members requesting loans and other benefits;
- Assists with the administration of King's House's Health Insurance Plan;
- Assists with planning and effecting social and other staff functions and special events.

Retirement Benefits:

- Researches and submits for approval, those records related to employees who have attained retirement age and are eligible for retirement benefits;
- Prepares all relevant documents related to those employees who have attained retirement age. Submit to the Ministry of Finance and Planning (MOF&P) for processing and approval of pre-retirement leave.

Performance Management/Training and Development:

- Requests performance reports from the supervisors. Follows-up with those who have not submitted their reports within the stipulated time frame;
- Informs the Director of HRM&A of those who have not submitted reports;
- Receives and circulates related training information to the relevant parties; liaises with the Director HRM&A to inform Programme Managers on training and development possibilities for staff at institutions such as Management Institute for National Development (MIND);
- Processes applications and/or recommendations for training and development initiatives in accordance with the approved Training Plan;
- Provides logistical support for in-house training courses.

Record Keeping:

- Creates Personal Files for each new staff member;
- Updates and maintains all staff files as required and ensures that they are secured accordingly. Confidentiality must be maintained at all times;
- Operates a bring-up system for files;
- Updates all staff records, on a regular basis, including *Period of Service* records and staff lists;
- Provides advice and guidance to the staff on policies and procedures, benefits, conditions of service and regulations of the Public Service;
- Provides input and or statistics for inclusion in the weekly report of the Unit. Prepares other data and *ad hoc* reports as required;
- Provides input to the one-year *Operational Plan* for HR&A;
- Contributes to, and supports a culture of excellent customer service to both internal and external customers, as well as efficiency in service delivery;
- Performs any other related duties which may be assigned from time to time by the Director, Human Resource and Administration.

Required Knowledge, Skills and Competencies

- Expert knowledge of the *Public Service Regulations, 1961* and the *Staff Orders, 2004* for the Public Service
- Expert knowledge of Labour Laws, Employment Regulations and GOJ Regulations that governs employment
- Expert knowledge of Human Resource principles and practices
- Knowledge of Contract Laws
- Proficiency in the use of Microsoft Office Suite
- Excellent oral and written communication skills
- Excellent time management skills
- Excellent interpersonal skills, able to maintain courteous and professional relations with internal and external customers
- Possess the ability to demonstrate a high degree of tact, confidentiality and integrity
- Excellent analytical and problem-solving skills
- Able to efficiently organize and prioritize, and respond quickly to requests
- Is thorough, and pays attention to details

Minimum Required Qualification and Experience

- An Undergraduate Degree in Human Resource Management or equivalent from a recognized tertiary institution;
- At least three (3) years of proven experience in the Public Service.

Special Conditions Associated with the Job

- This is a typical office environment with no adverse working conditions however, there can be pressure on a periodic basis;
- Extended working hours can be expected.

3. Executive Secretary 1 (OPS/SS 4)

Job Purpose

Under the direction of the Deputy Governor-General's Secretary (Corporate Services), the Executive Secretary 1 performs a wide range of administrative and office support activities in order to facilitate efficient operations and optimum output. The incumbent supports effective service delivery by implementing administrative systems, policies and procedures, monitoring administrative projects, and providing general office services.

The Executive Secretary projects a professional image through in-person and telephone interaction, thereby upholding the Office's high standards of service delivery, which is considered vital and deserving to visitors, stakeholders and staff.

The above is achieved by embracing "*a culture of excellence*" in support of the Governor-General realizing his constitutional, legislative, ceremonial and social duties.

Key Responsibilities

Technical/Professional:

- Receives, sorts and records all incoming correspondence; delivers to the Deputy Governor-General's Secretary - Corporate Affairs, pointing out those requiring immediate attention;
- Answers, screens and transfers inbound phone calls, and makes outbound calls as required;
- Retrieves, and/or disseminates information within the scope of responsibilities;
- Receives, refers and directs visitors and/or callers as required;
- Schedules appointments through consultations as required;
- Ensures that relevant information is circulated and signed off accordingly;
- Prepares agendas and schedules for meetings, takes Minutes, compiles, transcribes and distributes. Ensures that Minutes are devoid of errors and circulated within three (3) working days;
- Schedules and co-ordinates travel arrangements and meetings for authorized trips;
- Composes letters, memoranda and reports; prepares written responses to routine enquiries;
- Sends e-mails; makes fax and scans, copies, files and retrieves documents and correspondence as required;
- Maintains an appropriate system to control and safeguard, confidential documents, files and reports;
- Takes care of requests for information and data, conducts research on related matters;
- Liaises with appropriate staff members on related matters and activities. Follows-up on such matters to ensure speedy consideration and conclusion;
- Performs any other duties assigned from time to time.

Other:

- Provides relieve coverage for the Telephone Operator/Receptionist;
- Provides support to the Executive Office of the Governor-General's Secretary as needed.

Required Knowledge, Skills and Competencies

- Knowledge of clerical and administrative procedures and systems

- Administrative writing and reporting
- Knowledge of principles and practices of basic office management
- Know-how in operating standard office equipment
- Is a competent user of personal computers with knowledge of relevant software applications
- Planning, organizing, prioritizing, attention to detail and accuracy
- Excellent interpersonal skills and able to work as part of a team
- Information gathering, information assessment and professionalism
- Excellent oral and written communications skills
- Time management skills
- Able to apply good judgement, exercise initiative and cope well under pressure

Minimum Required Qualification and Experience

- CXC or GCE 'O' Level subjects including English Language; successful completion of the prescribed Secretarial Course of study at the Management Institute for National Development (MIND) or any Accredited Secretarial Studies, proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, plus five (5) years' general office experience;

OR

- Graduation from an accredited school of Secretarial Studies with proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, training in the use of a variety of software applications e.g., word processing, database and spread sheets; English Language at CXC or GCE O'Level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development, plus five (5) years' general office experience;

OR

- Successful completion of the Certified Professional Secretary course; proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; English Language at CXC or GCE O'Level; training in the use of a variety of software applications and five (5) years' general office experience plus the appropriate Office Professional Training Course at the Management Institute for National Development.

Special Conditions Associated with the Job

- This is a typical office environment, with no adverse working conditions, however, there can be pressure on a periodic basis. Extended working hours can be expected.

Applications accompanied by résumés should be submitted **no later than Tuesday, 27th July, 2021 to:**

**Director, Human Resource and Administration
Office of His Excellency the Governor-General and Staff
King's House
Hope Road
Kingston 6**

Fax: (876) 946-9368

Email: humanresources@kingshouse.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**