



## 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. 300** **OSC Ref. C. 6222<sup>9</sup>**

9<sup>th</sup> September, 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 be assigned to the following posts in the **Post and Telecommunications Department**:

1. **Director, Human Resource Management and Administration (GMG/SEG 2) Postal Corporation of Jamaica (Vacant)**, salary range \$2,023,418 – \$2,405,208 per annum and any allowance(s) attached to the post.
2. **Branch Manager 1 (PTO/PMA 5) – (3 posts) Half Way Tree, Montego Bay and Savanna-La-Mar (Not Vacant)** in the, salary range \$1,451,542 - \$1,725,428 per annum and any allowance(s) attached to the post.

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

##### **Job Purpose**

The Director, Human Resource Management and Administration is responsible for the development and implementation of Human Resource Management and Administration Programmes as well as strategies for the Postal Corporation of Jamaica. The incumbent ensures adequate support services are provided to the Corporation in accordance with established Human Resource and Administration policies and best practices, to meet the strategic and operational objectives of the Organization.

##### **Key Responsibilities**

##### **Management/Administrative**

- Participates in the development of the Corporate and Operational Plans and Budget for the Corporation;
- Monitors the implementation of the Corporation's Work Plan and Human Resource Management Plans;
- Reviews and recommends amendments to Human Resource Management policies and strategies based on the impact of implementation and ensures their alignment with the Corporation's strategic objectives and best practices;
- Implements appropriate communication mechanisms for the dissemination of policy to all relevant stakeholders;
- Monitors the work of the Human Resource Management and Administration (HRM) Unit by developing its Unit Plan and Budget and ensuring that direct reports' Individual Work Plans are prepared;
- Develops Individual Work Plan;
- Undertakes planning with senior staff and necessary stakeholders to determine targets and goals for the Corporation ensuring the standardisation of accompanying Human Resource Management procedures;
- Keeps abreast of current and emerging Human Resource trends and best practices and utilizes them for continuous improvement of the services provided by the Unit and the overall improvement of human capital development within the Corporation;
- Operates as subject matter expert and provides advice to Executive Management and line managers on matters relating to areas within span of control;
- Prepares and submits activity/performance and other reports as required;
- Represents the Corporation at meetings/conferences and other fora as required;
- Ensures that the work of the Section is properly documented;
- Ensures that the staff adheres to the general rules and guidelines of the Staff Orders/Disciplinary Policy/Grievances Policy/Office of the Services Commissions Recruitment Guidelines and any other.

## **Technical/Professional**

### ***Human Resource Management***

- Manages the implementation of a Recruitment Strategy including the use of appropriate assessment tools to recruit high performing employees that fit within the Corporation's culture;
- Assesses periodically the composition of the labour market to inform the design of the Recruitment Strategy most suitable for the Corporation;
- Establishes a database of recruitment sources that is capable of providing potential employees at all levels of the Organization; evaluates recruitment channels and instruments to determine effectiveness;
- Manages and administers the recruitment, selection and separation processes for the Corporation; trains line managers in the implementation of the processes to ensure effective execution;
- Enforces guidelines and regulations as it relates the administration of Human Resource Management;
- Manages the interpretation, application and administration of employment contracts;
- Prepares and submits to the Ministry of Finance and the Public Service (MoFP) for approval of contracts for employment and other related documents for the approval of the Ministry;
- Participates in the negotiation of the terms of contract/employment in keeping with Ministry of Finance and Public Service guidelines;
- Ensures the payments of gratuity and terminal grants are in keeping with the terms of contract;
- Ensures the promotion process is transparent and complies with the Staff Orders and Public Bodies Management (PBMA) Act; ensures that an effective communication mechanism exists and is utilized in the advertisement of all opportunities for promotion;
- Promotes policies/practices/procedures/programmes that support attraction and retention of new recruits and staff who possess the ability to accomplish the Corporation's objectives;
- Determines and evaluates the impact of the Corporation's recruitment policies on the retention of staff;
- Periodically reviews and analyses the Corporation's structure and manpower needs and makes recommendations to management for adjustment to the Corporation's structure and manpower where necessary;
- Leads in the administration of the Separation Programme; designs and administers the use of appropriate tools to facilitate Exit Interviews; analyses information received from interviews and provides feedback to line managers; also use data to inform operational and strategic HR decisions;
- Promotes the building of institutional knowledge for the Unit/Section by ensuring that established systems and procedures are documented and disseminated;
- Establishes effective working relationship with line managers to learn more about the role and function of the Corporation in order to provide appropriate advice on issues within the span of control; collaborates with line managers in the identification of scarce skills and critical competencies necessary to achieve the Corporation's strategic objectives;
- Ensures the development and implementation of an efficient Human Resource Management Information System within the Corporation;

### ***Employee Benefits and Welfare***

- Leads in the development and administration of a policy/programme that caters to the occupational, health, safety and wellbeing of all staff;
- Provides advice to the Chief Executive Officer, and other members of staff on Industrial Relations, benefits, and gratuity and staff welfare issues; and provides direction in the revision of Employee Welfare Programmes;
- Oversees the administration of health plans, leave, loans, allowances and the timely processing of gratuity benefits;
- Promotes measures which would seek to minimize risk of occupational injury and illness in the workplace; develops and maintains a database of workplace injuries to identify trends and makes recommendations to enhance safety in the workplace; commissions investigations on the causes of work related injuries and work related fatalities;
- Analyses Recognition and Reward Programmes in collaboration with the Senior Directors within the Corporation to ensure their sustained effectiveness; analyses turnover and other motivation related activities to determine their association with reward and recognition; and recommends strategies to address issues identified;
- Follows up on issues from previous meetings and submits recommendations/reports to the relevant committee as necessary;

- Advises individual members of staff of all benefits for which he/she is eligible in keeping with the conditions of service in force from time to time.

### ***Employee Relations***

- Initiates, promotes and maintains sound Industrial Relations Policies, procedures and practices for all employees in the Corporation;
- Manages the grievance and disciplinary processes of the Corporation ensuring consistency and fairness; facilitates the effective management of conflict by promoting the balancing of diverse interests and abilities of employees with the needs and goals of the Corporation;
- Provides management advice on industrial relations matters;
- Ensures that industrial relations decisions are implemented in a timely manner.

### ***Procurement Management***

- Ensures that the most economic and efficient methods are used in the procurement of goods, services and works for the Corporation;
- Manages the development of the Procurement Plan for the Corporation based on analysis of resource needs and allocations;
- Ensures the implementation of the procurement policies and procedures, which fosters cost savings and value for money;
- Conducts analysis of procurement practices within the Corporation to provide advice on projected timelines and efficiency of procedures;
- Monitors procurement of goods, works and services to ensure that goods, works, and services are delivered in accordance with quality requirements and financial guidelines/regulations;
- Ensures the procurement and maintenance of offices equipment which will facilitate a harmonious and productive environment.

### ***Administration & Asset Management***

- Develops and implement an access management system to ensure accountability of all access of the Entity;
- Supports the Corporation in the distribution of incoming and outgoing correspondence and handling general queries;
- Ensures that adequate supplies of stationery, cleaning and other supplies are always available; manages order and reorder levels in order to minimize incidence of extravagance and waste and ensuring that only needed goods are acquired at the time they are requested;
- Ensures that Supplies Management practices are in accordance with GOJ Regulations;
- Arranges for the disposal of unserviceable furniture and equipment in accordance with Government's policy;
- Certifies bills for office supplies, utilities and other services and submits for approval;
- Ensures that safety and health standards are maintained by recommending equipment and safety measures to be pursued in specific locations and generally throughout the organization;
- Ensures that effective administrative support is maintained in all Units so that staff at all levels is able to give optimum performance.

### ***Human Resource Management***

- Manages the welfare and development of direct reports through the preparation of Performance Appraisals and recommendation of required training and development programmes;
- Provides leadership to direct reports through effective objective setting, delegation, and communication processes;
- Provides guidance to direct reports through coaching, mentoring and training, providing assistance and support as needed;
- Ensures that training and other needs of direct reports are adequately identified and addressed
- Ensures that direct reports are aware of and adhere to the policies, procedures and regulations which affect the Corporation;
- Participates in the recruitment of direct reports for the Corporation;
- Recommends Vacation Leave for direct report in keeping with established Human Resource policies;
- Recommends/administers disciplinary action in keeping with established Human Resource policies.

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

- Excellent oral and written communication skills
- Excellent leadership skills
- Excellent interpersonal skills
- Good planning and organizational skills
- Ability to work with others in the pursuit of team goals
- Sound knowledge of GOJ's Human Resource Management and Development Framework and Regulations
- Sound knowledge of the Public Procurement Regulatory Framework
- Sound knowledge of Government Administration and Financial Accounting
- Sound knowledge and understanding of the strategic planning process
- Sound knowledge of Industrial Relations practices; and
- Sound knowledge of the ICT applications in business functions.

### **Minimum Required Qualification and Experience**

- First Degree in Management Studies, Post graduate Diploma in Human Resource Management from an accredited tertiary institution; plus
- At least five (5) years' work experience in Human Resource Management, three (3) of which should be at a supervisory or managerial level.

**OR**

- Any other equivalent combination of qualification and experience

## **2. Branch Manager 1 (PTO/PMA 5)**

### **Job Purpose**

Under the direct supervision of the Regional Manager, the Branch Manager 1 directs, co-ordinates and manages the operations of the Post Office effectively and efficiently. The incumbent is responsible for the management of products and services offered by the Post Office and undertake the custody and accounting for cash, stock and all other items of value.

### **Key Responsibilities**

#### **Management and Administrative**

- Develops the Post Office Operational Plan, Unit Plan, Staff Individual Work Plan and Budget in collaboration with the Regional Manager;
- Prepares Individual Work Plan in collaboration with direct reports;
- Assists with the development, implementation and review of the Post Office Standard Operation Procedural Manual and ensures compliance with stipulated guidelines;
- Participates in preparation of World Post Day activities;
- Certifies travel claims for officers under supervision;
- Provides leadership and direction to staff to ensure organizational standards and policies are maintained and followed;
- Makes proper arrangements for daily opening and closing of the Office, and the custody of key(s);
- Attends Departmental meetings and reports on (Postal Branch) Post Office activities and provides feedback to Staff;
- Convenes staff meetings to ensure effective and efficient management in the (Postal Branch) Post Office;
- Advises and makes recommendations to the Regional Manager on the development of the Post Office;
- Initiates investigations solely and or co-operatively into breaches of, but not limited to the State's, Government's and the Department's various rules and regulations, FAA Act, illegal activities and misuse within the Nation's Postal System;
- Liaises with Members of Parliament in the constituency in relation to the (Postal Branch) Post Office;
- Keeps abreast with trends and best practices in Postal Management and Operations;

- Represents the Department at fora, conferences, meetings and seminars and disseminates information/knowledge gained to staff and implements change where necessary.

### **Technical/Professional Responsibilities**

- Ensures prompt and accurate dispatch of mail to feeder Post Offices and Central Sorting Office by monitoring arrival and departure of Mail Vans and Postal Couriers as well as signing off on transportation claims;
- Monitors and reviews information entered on the automated Track and Trace Systems and Custom Declaration System regarding letters and parcels and making the required update where necessary;
- Collects, collates and safeguards information, data and evidence, in all its various forms and disseminates to those authorized on a need to have, know basis;
- Provides support on training development;
- Provides support in the monitoring and assessment of customer satisfaction;
- Assists with continuous review of Postmen Districts;

### **Accounting**

- Acts as custodian for all Main Stock, Cash, Stamps and valuables assigned to the Post Office and securing item in the vault on behalf of the Postmaster General in accordance with the FAA Act regulations;
- Prepares for submission Cash Book Statements of Revenue and Expenditure, Daily Mail Statistics and monthly Reports of all transactions to the Regional Manager and the Senior Director, Finance and Accounts;
- Ensures all cash, stock and valuables are checked or processed in dual custody and are matched against remittance advice;
- Manages the stock level and Imprest in staffs' possession ensuring that there is adequate imprest and stock at all time;
- Conducts routine checks of imprest and stock held by staff to ensure that there is no misappropriation of funds;
- Ensures that results of audit/check are properly recorded and that staff signs and dates same;
- Collects revenues daily and makes daily deposits to the Postmaster General Account directly or by registered mail;
- Records daily, the receipts and payments of all transactions in the revenue, deposit and Commercial Services Cash Books;
- Maintains an up-to-date Till Book by recording imprest and stock assigned to staff and ensures custodians sign for all valuables on a monthly basis;
- Remits excess cash to Miscellaneous Revenue Account in the Finance and Accounts Division and makes notation in the appropriate Register/book;
- Ensures that shortages are rectified to reflect the correct balance of monies received with immediate effect;
- Maintains an up-to-date Receipt Book Register, Seal Register and Fraud-Stopper Bag Register in accordance with the Post Office guidelines and FAA Acts;
- Ensures that all official records for the assigned Post Office are maintained appropriately;
- Supervises activities pertaining to PATH payments; assists with PATH payment and reconciliation of statements;
- Supervises the collection of revenue for Private Letter Boxes Operations, ensuring that the revenues collected are recorded in the appropriate book and receipts are issued.

### **Human Resource Management**

- Participates in recruitment, transfers, promotions of staff;
- Ensures the developmental and welfare needs of the staff are identified and addressed;
- Reviews, monitors and evaluates the performance of staff and recommends corrective actions where necessary;
- Provides leadership and guidance to direct reports through effective planning, delegation,

- communication, training, mentoring and coaching;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Post Office and Department's goals;
- Fosters an atmosphere of trust, high ethical and confidentiality standards;
- Administers, in conjunction with the Human Resource Management Unit, the discipline of staff at Post Office;
- Engages in local Succession Planning with a view to support Human Resource strategic objective;
- Ensures that the Attendance Register is maintained and that Attendance Reports, involving all staff, are prepared and submitted;
- Manages Departmental/Casual and Sick Leave in accordance with the Staff Orders and internal guidelines;
- Recommends Vacation Leave for staff as appropriate and ensures submission to the Regional Manager and the Human Resource Division;
- Ensures that direct reports are informed of organizational policies, procedures and standards;
- Deploys staff to meet the changing workflow to ensure staff is effectively utilized and productivity optimized;
- Performs any other related duties assigned by Supervisor.

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

- Knowledge of UPU Standards
- Knowledge of Post Office Act (1941)
- Knowledge of Post Industry and its Operations
- Knowledge of the Government/Department's policies and procedure
- Knowledge of the FAA Act
- Knowledge of the Staff Orders and the Public Service Regulations
- Sound knowledge of accounting principles and practices
- Sound knowledge of Records Management
- Excellent oral and written communications skills
- Customer Service and interpersonal skills
- Leadership Skills

#### **Minimum Required Qualification and Experience**

- Bachelor of Science Degree in Public Administration/Management Studies, Business Administration or equivalent from an accredited Institution;
- Four (4) years' work experience, one (1) of which should be at the management level.

#### **Special Conditions Associated with the Job**

- High Risk Environment
- Exposure to large sums of money
- Exposure to criminal activities with local, regional and international reach

Applications accompanied by résumés should be submitted **no later than Wednesday, 22<sup>nd</sup> September, 2021 to:**

**Director, Human Resource Management and Development  
Post and Telecommunications Department  
6-10 South Camp Road, Kingston, CSO**

Email: [hrunit@jamaicapost.gov.jm](mailto:hrunit@jamaicapost.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**