



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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### **CIRCULAR No. 423**

**OSC Ref. C. 4840<sup>29</sup>**

**6<sup>th</sup> December, 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 post of **Director, Knowledge Management and Data Analysis (GMG/SEG 3) – (Temporary)** in the **Corporate Planning and Administration Division, Ministry of Finance and the Public Service**, salary range \$2,551,250 - \$3,032,634 per annum and any allowance(s) attached to the post.

### **Job Purpose**

Under the direction of the Deputy Financial Secretary, Corporate Planning and Administration, the Director, Knowledge Management and Data Analysis, will collaborate with Departments and Officers across the Ministry, to forward the identification, analysis, packaging, stewardship and dissemination of knowledge/data to improve technical and operational effectiveness and efficiency.

### **Key Responsibilities**

#### ***Technical/Professional:***

- Designs and implements a Knowledge Management Policy and Strategy and Annual Framework for implementation;
- Develops the Ministry's Standard Operating Procedures (SOPs) Framework;
- Monitors the SOP mechanism to ensure that SOPs remain current and aligned with the Ministry's Strategic Objectives;
- Identifies knowledge and information needs;
- Manages the current knowledge management practices, as well as design new knowledge-sharing framework;
- Identifies best KM practices and leverages existing technology and skillset to create new systems and business intelligence forums;
- Manages the conducting of research and knowledge audits;
- Develops, implements and maintains knowledge repositories/databases;
- Promotes knowledge sharing practices;
- Develops and builds strong networks;
- Captures, organizes, manages, shares and leverages the collective intellectual capital;
- Leads in the auditing and analysis of current Knowledge Management System;
- Identifies and addresses challenging or problematic issues and escalates where necessary;
- Acts as the Mediator to respond to queries of key stakeholders and the staff about Knowledge Management procedures and practices;
- Encourages the staff to share knowledge effectively and efficiently within the confines of the Knowledge Management Framework;
- Collaborates with the Senior Director in developing and maintaining policies, plans standards and procedures to control each type of applicable records, document and data item in an effort to streamline the Ministry's organizational knowledge;
- Ensures that Knowledge Management becomes embedded in the Ministry's business processes;
- Identifies bottlenecks in technology adoption and provides evidence of resolving these problems;
- Translates user needs into knowledge requirements;
- Collaborates with HRMD and Enterprise Risk Management (ERM) to identify potential risks to knowledge retention by the Ministry of critical positions;
- Develops Risk Profiles arising out of data analysis for critical positions within the Ministry;
- Participates in the review of the Information Policy in relation to the review, appraisal, retention, disposal, storage, maintenance and other aspects of Records Management;
- Leads in the development and implementation of a monitoring framework for the Ministry to collect routine information on the performance of the Ministry's strategic priorities;
- Ensures that all systems supporting Knowledge Management are integrated and are appropriately supported and developed to guarantee a high and continuing level of efficiency;

- Increases the awareness of the staff of the Knowledge Management resources available to support their work;
- Collaborates with the Communications and Public Relations Branch in the development and packaging of information to be disseminated to internal and external customers;
- Manages and optimizes processes for data intake, validation, mining and engineering, as well as modelling, visualization and communication deliverables;
- Ensures accuracy of data and deliverables of reporting employees;
- Examines, interprets and reports results of analytical initiatives to stakeholders in leadership;
- Develops and implements quality controls and departmental standards to ensure quality standards and organizational expectations;
- Organizes and drives successful completion of data insight initiatives through effective management of analyst and data employees and effective collaboration with stakeholders;
- Communicates results from ad business impacts of insight initiatives;
- Develops and maintains databases and data systems;
- Identifies, analyzes, and interprets patterns and trends in complex data sets that could be helpful for the diagnosis and prediction;
- Prepares reports depicting trends, patterns and predictions using relevant data to aid decision making;
- Prepares final Analysis Reports for the stakeholders, enabling them to make decisions based on various facts and trends;
- Provides management visibility into data-driven insights that informs the Ministry's strategic direction and Key Performance Indicators (KPIs);
- Supports Divisional Heads and Departmental Leaders in making strategic, data-driven decisions;
- Builds, maintains and improves the existing business intelligence and analytical tools across the Ministry;
- Identifies, researches and resolves information/data collection problems and provides ad-hoc support for requests and special projects as needed;
- Develops visualization-focused and story-driven deliverables via a collection of business intelligence, user experience and development tools.

***Management/Administrative:***

- Participates in the Strategic and Operational Planning process;
- Assists in the preparation of the Budget for the Branch;
- Develops networks for effective relationships;
- Prepares Quarterly and Annual Reports;
- Attends and participates in staff and planning meetings, workshops and seminars.

***Human Resource:***

- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and Ministry's goals;
- Plans, organizes and directs the work of the Section, including the creation of the Section's Operational Plans and monitors the Section's achievement against them;
- Develops and manages the performance of the staff in the Section including transfer of skills, motivating the staff, setting performance targets through Work Plans, monitoring performance, providing feedback to staff and arranging for training.

***Customer Relations:***

- Maintains customer service principles, standards and measurements;
- Adheres to the Branch's Service Level Agreement;
- Fosters and maintains stakeholder/customer partnerships and relationships;
- Ensures critical success factors are identified and meet expectations.

**Required Knowledge, Skills and Competencies**

***Technical:***

- Sound knowledge and understanding of legislation regarding of Government's Regulations and Procedures
- Knowledge of the Ministry's policies and procedures
- Knowledge of research and data analytical tools
- Good knowledge of organizational business acumen
- Sound knowledge of information systems, including databases and electronic records
- Working knowledge of data mining principles: predictive analytics, mapping and collecting data from multiple data systems
- Experience with data visualization tools: Tableau, Raw, chart.js., setc.
- Strong problem-solving, quantitative and analytical abilities

**Core:**

- Excellent leadership, strategic and management skills
- Excellent oral and written communication skills
- Excellent interpersonal and team management skills
- Strong customer service skills
- Excellent planning and organizing skills
- Ability to use initiative and prioritize tasks effectively
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications including Word, Excel, Access and statistical analytical packages, including SPSS

**Minimum Required Qualification and Experience**

- Bachelor's Degree in Social Science, Business Analysis, Organizational Development, Operations Management or related field;
- Training in Information Technology, Monitoring and Database Management;
- Five (5) years working experience in a related field;
- Training in Customer Service/Relations would be an asset.

**Special Condition Associated with the Job**

- The position entails meeting tight deadlines/timelines which will result in high degrees of pressure, on occasions;
- May be required to travel locally to conduct site visits;
- May be required to work outside of normal working hours.

Applications accompanied by Résumés should be submitted **no later than Friday, 17<sup>th</sup> December, 2021 to:**

**Senior Director, Human Resource Management and Development  
Human Resource Management and Development Branch  
Ministry of Finance and the Public Service  
30 National Heroes Circle  
Kingston 4**

Email: [hrapplications@mof.gov.jm](mailto:hrapplications@mof.gov.jm)

*Please identify the job title of interest as the Subject.*

Detailed information regarding the post can be accessed from the Ministry's Website: [www.mof.gov.jm](http://www.mof.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**