



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

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11th January, 2022

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 **Post and Telecommunications Department**:

1. **Director, Organizational Development and Performance Management (GMG/SEG 3)**, salary range \$2,551,250 - \$3,032,634 per annum and any allowance(s) attached to the post.
2. **Legal Officer (JLG/LO 2)**, salary range \$2,372,868 - \$2,820,594 per annum and any allowance(s) attached to the post.
3. **Postal Security Administrator (GMG/AM 4)**, salary range \$1,467,234 - \$1,744,080 per annum and any allowance(s) attached to the post.
4. **Postal Crime Analyst (SOG/ST 5)**, salary range \$1,322,648 - \$1,572,255 per annum and any allowance(s) attached to the post.
5. **Secretary 2 (OPS/SS 2)**, salary range \$781,231 - \$928,638 per annum and any allowance(s) attached to the post.
6. **Surveillance Officer (SOG/ST 2)**, salary range \$745,228 - \$885,842 per annum and any allowance(s) attached to the post.

1. **Director, Organizational Development and Performance Management (GMG/SEG 3)**

Job Purpose

The Director, Organizational Development and Performance Management, is responsible for:

- Co-ordinating activities for the development, implementation and integration of strategies for the Department's development at the organizational, divisional and individual levels, leading to a more efficient and effective workforce and utilization of Human Resources;
- Co-ordinating and managing activities for the Performance Management Appraisal Process/Performance Management and Appraisal System (PMAS)/Employee Performance Management System (EPMS) of the Department to improve performance at the organizational, divisional and individual levels;
- Developing and implementing the execution of a framework for modernisation/organizational review initiatives within the Department.

Key Responsibilities

Management/Administrative:

- Assists with the development and implementation of the Branch's Business/Strategic and Operational Plans and Budget;
- Plans, directs and monitors the work of the Organizational Development and Performance Management (OD & PM) Section by developing its Unit Plan and Budget and ensures that direct reports' Individual Work Plans are prepared;
- Manages the daily operations of the OD & PM Section to consistently provide a high level of service to clients;
- Prepares and submits status and other reports as requested;
- Provides guidance/advice to the Postmaster General, Director, HRMD and other personnel on Organizational Development and Performance Management matters;
- Represents the Department at meetings/conferences and other fora as directed.

Technical:

- Conducts (use of surveys, focus groups and other relevant methodologies) organizational needs assessments to determine organizational readiness for change;

- Identifies and communicates the compelling need for change/improvement by being an advocate for positive change and improvement within the Organization;
- Collaborates with management to develop and employ Change Management strategies;
- Analyzes change initiatives and recommends strategies for corrective action, where necessary;
- Recommends and works collaboratively with stakeholders to find creative solutions that drive staff attraction, engagement and retention;
- Recommends, co-ordinates and participates in creating leadership and staff development strategies and programmes and a culture of continuous learning aligned with the organization's strategic direction;
- Recommends solutions to problems identified, including changes to the Department's organization structure, systems, processes and office layout;
- Collaborates with key stakeholders to develop and maintain Human Resource systems (policies and standard operating procedures);
- Examines relevant statutes, regulations, reports and directives related to the Department to determine its functional responsibility in keeping with legislative framework;
- Conducts job analysis and develops and maintains Job Descriptions and Terms of References;
- Conducts Desk Audits to validate job responsibilities and duties;
- Ensures the preparation and maintenance of functional profiles and organizational charts for the Department and its Divisions;
- Conducts Post Audits of the Civil Service Establishment Act and makes recommendations to the Ministry of Finance and the Public Service (MOFPS) in keeping with changes in the machinery of Government;
- Reviews the Organization's structure and makes recommendations to align it with the Strategic Objectives of the Department;
- Prepares proposals for organizational reviews in keeping with achieving the goals of the Department and liaises with MOFPS to consider proposals made;
- Assists with the implementation of recommendations from studies and consultancy outputs to ensure that value for money is achieved;
- Assists with designing and implementing mechanisms for evaluating employees' satisfaction and recommends programmes to improve areas of dissatisfaction critical to the effective operation of the organization;
- Assists with career guidance and counselling;
- Provides advice to management and other staff on Organizational Development and Performance Management issues/matters;
- Manages performance management and appraisal for staff in the Department;
- Manages the implementation and administration of the PMAS/EPMS within the Department with the support of the Employee Performance Management Team (EPMAT) and the Core Project Team (CPT):-
 - ✓ Co-ordinates and participates in the development as well as the maintenance of the requisite PMAS documents such as the Change Management, Communication and Training Plans
 - ✓ Co-ordinates, conducts and participates in PMAS sensitization sessions
 - ✓ Co-ordinates and participates in the development and maintenance of the Department's Competency Framework.
 - ✓ Maintains job descriptions in keeping with the Department's Competency Framework
 - ✓ Provides assistance to Divisional Managers and staff in preparing Unit and Individual Work Plans
 - ✓ Co-ordinates and participates in the development and maintenance of a Rewards and Recognition Policy for the Department
 - ✓ Co-ordinates the establishment of and chairs Rewards and Recognition Committee
 - ✓ Co-ordinates and participates in the development and maintenance of Standard Operating Procedures for the processing of appraisal forms
 - ✓ Ensures the development and maintenance of a PMAS/EPMS Database
 - ✓ Prepares PMAS/EPMS reports for submission to the relevant stakeholders
 - ✓ Liaises with and provides assistance to Heads of Divisions regarding the Performance Management and Appraisal Process
 - ✓ Ensures the development of systems to maintain PMAS/EPMS records.

Human Resource Management:

- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommends or initiates corrective action, where necessary;
- Participates in the recruitment of staff for the Department and recommends staffing arrangements in keeping with established Human Resource Procedures and Policies;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, coaching, training and mentoring;
- Takes steps to address the welfare and developmental needs of staff in the Unit;

- Makes provisions for direct reports to have sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Ensures that direct reports are sensitized on the policies, procedures and regulations of the Public Service and Department;
- Recommends disciplinary action, leave and staffing arrangements for direct reports.

Other:

- Serves on designated Management Committees in the Department;
- Performs other related duties that may from time to time be assigned.

Required Knowledge, Skills and Competencies

- Knowledge of the Public Service Regulations, Staff Orders for the Public Service, the Financial Administration and Audit Act Financial Instructions and other GoJ policies that guides the delivery of HRMD services
- Knowledge of GoJ's Budget Management process
- Sound Knowledge of current trends in Organizational Development and Performance Management
- Sound knowledge of Research and data analysis techniques
- Sound Knowledge of management processes, performance management systems and techniques, systems analysis, job analysis, writing Job Descriptions and Work Plans
- Excellent oral and written communication skills
- Sound planning and organizing skills
- Good interpersonal skills
- Sound problem-solving and decision-making skills

Minimum Required Qualification and Experience

- Undergraduate Degree in Public Administration, Management Studies, Human Resource Management/Development, Business Administration or a related field from an accredited tertiary institution;
- Four (4) years' experience in Human Resource Management and Development at the middle management level in an organization of similar size and complexity;
- Specialized training in Management Analysis, Performance Management and Appraisal Systems and Change Management would be an asset.

Special Conditions Associated with the Job

- May be required to work beyond regular working hours;
- Will be required to spend long hours sitting and using office equipment, computers and attending Sessions;
- Required to travel islandwide;
- May be required to travel overseas.

2. Legal Officer (JLG/LO 2)

Job Purpose

The Legal Officer will carry out a range of legal support and administrative functions of the Unit. This involves assisting in the conduct of legal and factual research to support legal opinions and proceedings and with the preparation of documents necessary to ensure that the Division performs its functions in an efficient, effective and lawful way.

Key Responsibilities

Management and Administrative

- Collaborates with the Senior Legal Officer in the preparation of Individual Work Plan;
- Assists with the preparation of Performance Reports for the Unit;
- Keeps abreast of international conventions related to the Department's activities and interprets and advises on its implications.

Technical/Professional:

- Prepares legal drafts by assembling and organizing information for legal forms and documents, including complaints, declarations, discovery requests, responses and other pleadings;
- Researches Statutes, Constitutions, Regulations, Court opinions, including precedents

and reasoning and trends using standard print texts and computers; prepares legal memoranda;

- Assists with gathering and analyzing research data, such as statute decisions and legal articles, codes and documents;
- Conducts records search, legal and factual research;
- Prepares written reports and other correspondence;
- Assembles case materials by collecting, organizing and summarizing information, documents, reports and evidence;
- Provides information to facilitate the preparation of legal opinions, Briefs and papers;
- Identifies required legal data and liaises with relevant data sources to facilitate collection;
- Assists the lawyer in the Courtroom;
- Provides supporting documents and affidavits;
- Provides assistance in maintaining all contracts for the Department;
- Organizes and tracks case files; follows up on case files and provides assistance with the completion of files;
- Assists with the preparation of case files;
- Assists with the review and vetting of Lease Agreements and Licenses;
- Prepares correspondence requesting the gazetting of legal notices and instruments;
- Drafts or vets the notices, orders or other legal information to be gazetted;
- Assists in preparing legal documents, including Briefs, Appeals, Contracts and other legal documentation;
- Liaises with the Attorney General's Chambers, Office of the Director of Public Prosecutions and other legal Departments and stakeholders regarding legal matters/issues;
- Provides statistical data and information to support the Department by utilizing relevant research methods to collect information;
- Maintains calendar by entering and updating requirements, Court dates and meetings;
- Designs and maintains statistical database(s) to facilitate analysis and planning of legal matters for the Unit;
- Keeps and monitors legal volume(s) to ensure Law Library is up-to-date;
- Creates and maintains filing systems for legal and quasi-legal documents;
- Updates job knowledge by participating in continuing educational opportunities; reads legal publications; maintains personal networks;
- Performs any other related duties assigned by Senior Legal Officer.

Required Knowledge, Skills and Competencies

- Sound knowledge of Jamaica's Commercial, Conveyance, Contract, Property and International Laws
- Excellent legal research, investigative and analytical skills
- Good knowledge of legal principles and practices
- Good knowledge of legal terminologies
- Good knowledge of legal communication principles and practices
- Awareness of Government regulations and procedures
- Sound knowledge of Court procedures (Civil and Criminal)
- Knowledge and understanding of contract negotiations and drafting
- Knowledge of Industrial Relations and the Public Service Regulations
- Knowledge of Postal Act, Universal Postal Union Standard, Public Procurement Act, Financial Administration and Audit (FAA) Act and Regulations and other laws and regulations relevant to the Department
- Experience in the use of relevant computer applications
- Ability to think logically
- Sound oral and written communication skills
- Sound planning and organizing skills
- Good interpersonal skills
- Sound problem-solving and decision-making skills

Minimum Required Qualification and Experience

- Bachelor of Laws Degree (LLB);
- Certificate in Legal Education;
- Three (3) year's related experience.

3. Postal Security Administrator (GMG/AM 4)

Job Purpose

Under the direct supervision of the Chief of Security (COS), the Postal Security Administrator is responsible for providing technical administrative support in relation to security operations and safety procedures.

Key Responsibilities

Management/ Administrative:

- Prepares Individual Work Plan in collaboration with supervisor;
- Participates in the preparation of the Unit's Operational Plan and Budget;
- Liaises with contracted security companies on security issues;
- Liaises with external Agencies such as the police, security firms and MDAs;
- Drafts Managers and Board of Directors reports;
- Processes applications for the dissemination of new and renewed Identification Cards;
- Prepares Minutes for Security Meeting;
- Processes and maintains correspondence files;
- Prepares files for investigation and submits them to the relevant personnel;
- Verifies invoices submitted to security providers and submits them to the Procurement Committee;
- Maintains records and processes the issuing of seals, clamps and keys to the Imprest Team;
- Advises the relevant parties on the dates for the imprest and the number or personnel required;
- Inspects logs of entry and exit of personnel, material, vehicle and stores;
- Collects, files and stores Log Sheets;
- Records deviations from the Department's Security policies and procedures;
- Maintains records on information on contrabands/narcotics found in mail;
- Conducts background checks and submits reports.

Technical/Professional:

- Drafts letters to the authorities advising of break-ins and attempted break-ins, appropriation of funds, fraud and other security matters;
- Participates in security related Tender Management process;
- Prepares draft estimates for security related procurement;
- Oversees the search of mail with the Hi X-Ray Machine to identify contrabands;
- Manages the processing of damaged clamps and the issuance of new clamps;
- Adjusts access control levels and issues/receives access cards for all PTD staff and contractors;
- Travels to Post Offices and postal points to make assessment on security and safety issues;
- Maintains Investigation Database;
- Evaluates and reports on Security Contractors performance and reports on same;
- Assists with the monitoring and review of the Camera System;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Good oral and written communication skills
- Good planning and organization skills
- Good interpersonal skill
- Incident handling and analysis skills
- High level of integrity and confidentiality
- Knowledge of Security Mechanisms Knowledge of Security Architecture Knowledge of Occupational Safety and Health
- Knowledge of UPU Security Standards and Post Office Act (1941)
- Knowledge of Post Office Act (1941)
- Knowledge of the Government/Department's policies and procedures
- Proficiency in Microsoft Office Suite

Minimum Required Qualification and Experience

- First Degree in Management Studies, Business Administration or equivalent;
- Training in Security Management;
- Training in Records Management;

- Two (2) years' experience in the Security Industry.

Special Conditions Associated with the Job

- Extensive traveling islandwide;
- High risk environment;
- Exposure to criminal activities with local, regional and international reach.

4. Postal Crime Analyst (SOG/ST 5)

Job Purpose

Under the direct supervision of the Chief of Security, the Postal Crime Analyst performs a variety of analytical duties related to crime and law enforcement statistics. The incumbent gathers, collates, categorizes, and analyzes narrative and statistical data pertaining to past and current criminal activity. Additionally, the incumbent prepares and disseminates reports and recommendations pertaining to existing and anticipated criminal activity, threats and vulnerabilities to authorized personnel in order to increase the effectiveness of safeguarding the Postal System, the apprehension of suspects, the recovery of public assets and in support of loss and crime prevention activities across the Department.

The incumbent also provides technical assistance to the investigative process; provides analysis and recommendations concerning the Security Unit's functions.

Key Responsibilities

Management/ Administrative:

- Prepares Individual Work Plan in collaboration with supervisor;
- Participates in the preparation of the Unit's Operational Plan and Budget;
- Liaises with contracted security companies on security issues;
- Liaises with external Agencies such as the police, security firms and MDAs;
- Drafts Managers and Board of Directors reports;
- Processes applications for the dissemination of new and renewed Identification Cards;
- Prepares Minutes for Security Meeting;
- Processes and maintains correspondence files;
- Prepares files for investigation and submits them to the relevant personnel;
- Verifies invoices submitted to security providers and submits them to the Procurement Committee;
- Maintains records and processes the issuing of seals, clamps and keys to the Imprest Team;
- Advises the relevant parties on the dates for the imprest and the number or personnel required;
- Inspects logs of entry and exit of personnel, material, vehicle and stores;
- Collects, files and stores Log Sheets;
- Records deviations from the Department's security policies and procedures;
- Maintains records on information on contrabands/narcotics found in mail;
- Conducts background checks and submit reports.

Technical/Professional:

- Drafts letters to the authorities advising of break-ins and attempted break-ins, appropriation of funds, fraud and other security matters;
- Participates in security related tender management process;
- Prepares draft estimates for security related procurement;
- Oversees the search of mail with the Hi X-Ray Machine to identify contrabands;
- Manages the processing of damaged clamps and the issuance of new clamps;
- Adjusts access control levels and issues/receives Access Cards for all PTD staff and contractors;
- Travels to Post Offices and postal points to make assessment on security and safety issues;
- Maintains Investigation Database;
- Evaluates and reports on Security Contractors performance and report on same;
- Assists with the monitoring and review of the Camera System;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Good oral and written communication skills
- Good planning and organizing skills
- Good interpersonal skills
- Good use of initiative
- Good social skills
- Incident handling and analysis skills
- Risk Management skills
- Customer and Quality Focus
- Knowledge of Security Mechanisms
- Knowledge of Security Architecture
- Knowledge of Occupational Safety and Health
- Knowledge of UPU Security Standards and Post Office Act (1941)
- Knowledge of Post Office Act (1941)
- Knowledge of the Government/Department's policies and procedures
- Proficiency in Microsoft Office Suite

Minimum Required Qualification and Experience

- First Degree in Management Studies, Business Administration or equivalent;
- Training in Security Management;
- Training in Records Management;
- Two (2) year's experience in the Security Industry.

Special Conditions Associated with the Job

- Extensive traveling islandwide;
- High risk environment;
- Exposure to criminal activities with local, regional and international reach.

5. Secretary 2 (OPS/SS 2)

Job Purpose

The Secretary is responsible for providing efficient and effective secretarial and administrative support to ensure the effective and efficient operations of the Unit/Section.

Key Responsibilities

Management/Administration:

- Collaborates with Supervisor in the development of Individual Work Plan.

Professional/Technical:

- Types letters, memoranda, reports and other documents from handwritten notes and drafts, for the Regional Manager;
- Receives, opens, sorts, records and dispatches incoming mail/correspondence;
- Maintains records of correspondences sent to/received from other Departments;
- Proof-reads, verifies and reviews materials, records and reports for accuracy and completeness;
- Records and prepares Minutes for meetings;
- Researches and compiles information as required by Regional Manager;
- Receives telephone calls, records message and makes contact with internal personnel to obtain and or disseminate information within scope of authority;
- Maintains an efficient Records Management system;
- Maintains calendar of activities, meetings and various events for the Regional Manager;
- Dispatches forms for completion on a monthly basis to Post Offices, in a timely manner;
- Collates Mail Statistics from Post Offices and submits to Mail Planning for monthly Statistical report;
- Completes monthly Regional Reports;
- Maintains records of Branch Managers' E1 cards, Leave Application Forms and resumption of all staff members;
- Assists in arranging Staff Meetings or any other meetings on direction of the Regional Manager;
- Performs any other related duties which may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Ability to work on own initiative
- Good oral and written communication skills
- Excellent time management skills
- Planning and organizing skills
- Proficient in the relevant computer application
- Possess a working knowledge of office equipment, eg., fax and photocopier machine
- Sound knowledge of office procedures
- Good Records Management skills
- Working knowledge of the operation of Government/Department's policies and procedure

Minimum Required Qualification and Experience

- CXC or GCE 'O' Level English Language or equivalent with proficiency in typewriting at a speed of 40-45 words per minute; successful completion of the prescribed Office Professional Training Course at the Management Institute for National Development (MIND);
- OR**
- CXC or GCE 'O' Level English Language with proficiency in typewriting at a speed of 40- 45 words per minute and training in word processing and spreadsheet applications. Graduated from an accredited Secretarial School with at least three (3) years' experience in the field.
 - At this level, Shorthand at a speed of 80-100 words per minute would be an asset.

6. Surveillance Officer (SOG/ST 2)

Job Purpose

Under the direct supervision of the Deputy Chief of Security, the Surveillance Officer is responsible for protecting the Department's assets and the safety of guests and staff through the operation and monitoring of all surveillance systems, including Close Circuit Television (CCTV), within the Control Centre and other locations where applicable and to ensure the integrity, accuracy and confidentiality of all information gained in accordance with the stipulated standards and regulations.

The incumbent observes all postal operations via surveillance cameras; evaluates all employee activities and observes all individuals on the property; reports all infractions and suspicious activities to Deputy Chief of Security and stores events in surveillance archive.

Key Responsibilities

Management/Administrative:

- Prepares Individual Work Plan in collaboration with Supervisor;
- Reports and logs all incidents of suspicious, criminal or unusual activity, suspicious persons, and exclusions to the Deputy Chief of Security;
- Provides an efficient and courteous radio and telephone answering service and deal efficiently with all enquiries;
- Maintains the confidentiality of all privileged and sensitive information;
- Maintains security of the Surveillance Room and equipment;
- Liaises with the internal Security Team, including assigned Police personnel, contractors and other Agencies and members of staff when applicable.

Technical/Professional:

- Monitors all security and employee areas to ensure conduct of all postal operations is in accordance with the Department Policies and Procedures and those established by the Government of Jamaica;
- Responds to radio and phone calls and accurately records data in the Report Writing System while maintaining surveillance of postal operations by utilizing surveillance equipment/software;
- Operates facility surveillance systems in accordance with the requisite standards;
- Operates surveillance equipment such as CCTV (Close Circuit Television), PC Workstations;
- Operates surveillance software applications including but not limited to i-View, iGNet, iGWatch Software, Window Vision Host/Remote Program, and Microsoft Office Suite Program;

- Records and documents maintenance of surveillance;
- Maintains the following logs: entrances/departures log from surveillance room, video archive library log, malfunction/repair log and daily activity log;
- Ensures that all events are recorded and kept on a separate recording device which is kept in the Unit's safe;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Good oral and written communication skills
- Good planning and organizing skills
- Good interpersonal skills
- Knowledge of basic law enforcement organization, activities, terminology and regulations
- Knowledge of Surveillance Systems
- Knowledge of UPU Security standards and Post Office Act (1941)
- Proficient in the use of Microsoft Suite and other media software

Minimum Required Qualification and Experience

- Five (5) CXC/GCE subjects, inclusive of English and Mathematics;
- Training/Certification in CCTV Systems or other surveillance systems;
- One (1) year experience in Surveillance, Security or Policing.

Special Conditions Associated with the Job

- Prolonged periods sitting, standing, walking, reaching, kneeling, bending and/or stooping in the performance of daily duties;
- High risk environment;
- Exposure to criminal activity;
- May be required to work occasionally after established working hours, weekends and holidays.

Applications accompanied by résumés should be submitted **no later than Monday, 24th January, 2022 to:**

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

Email: 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**