



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. 129
OSC Ref. C. 6222⁹

31st March, 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. **Senior Director, Operations (GMG/SEG 5) - Operations Branch**, salary range \$3,706,560 - \$4,405,935 per annum and any allowance(s) attached to the post.
2. **Manager, Commercial Services (GMG/SEG 3) - Operations Branch - Commercial Services and Marketing Section - Commercial Services Unit**, salary range \$2,551,250 - \$3,032,634 per annum and any allowance(s) attached to the post.
3. **Director, Business Development and Special Projects (GMG/SEG 3) - Operations Branch - Business Development and Special Projects Section**, salary range \$2,551,250 - \$3,032,634 per annum and any allowance(s) attached to the post.
4. **Revenue Manager (FMG/PA 3) - Finance and Accounts Branch - Revenue Section**, salary range \$2,551,250 - \$3,032,634 per annum and any allowance(s) attached to the post.

1. Senior Director, Operations (GMG/SEG 5)

Job Purpose

Under the direct supervision of the Chief Executive Officer (CEO), the Senior Director, Operations is responsible for managing the day-to-day operation of the Postal Corporation of Jamaica, as well as, directing and overseeing the core operations of the Corporation and ensuring that the highest level of service, compliance and efficiency are observed. The incumbent should also ensure that agreed targets are met, established standards for both the Corporation and the Postal Industry are maintained and the Corporation discharges its obligations/mandate in accordance to its mandate. Additionally, the incumbent will ensure the development of mechanisms to maintain accountability, transparency and efficiency of the entity's operations, as well as keep apprised of global trends/evolutions in the Postal Industry.

Key Responsibilities

Technical/Professional:

Strategic leadership and performance management:

- Leads, advises and provides guidance to the Portfolio of functions across the Corporation, negotiating Budgets, setting performance expectations and monitoring and evaluating performance outcomes to contribute to the achievement of the Corporation's objectives and outcomes;
- Provides programmatic leadership and input for all strategic and Annual Planning decisions and processes with the CEO and Corporation's Senior Leadership to develop and execute Annual Operations Plans as well as Unit/Divisional Budgets and work with Department Teams in support of the Corporation's Corporate Mission, goals, objectives and service outcomes;
- Finalizes submission and implementation of Annual Corporate/Operational and Budgets;
- Tracks and records successes in effectively and efficiently meeting goals;
- Collaborates with leadership to build an environment of collective responsibility and accountability;
- Ensures that there is greater synergy between the Postal Corporation of Jamaica and the Post and Telecommunications Department in collaboration with the Chief Executive Officer;
- Ensures that an appropriate performance mechanism is adopted and implemented to ensure optimal performance of the Corporation in conjunction with the Director,

Human Resource Management and Administration;

- Ensures improvements in the standard, quality, security and consistency of products and services being delivered both internally i.e. to staff and externally i.e. to our stakeholders/partners in MDAs, private entities as well as the wider public;
- Ensures that the necessary Information Technology support is routinely provided to existing and new business processes/products being offered by Jamaica Post;
- Ensures that a positive/progressive organizational culture is created and maintained in order to achieve the strategic objectives of the Corporation;
- Ensures adherence to key performance objectives to meet business and customers' expectations;
- Ensures expertise and effectiveness across operating platforms;
- Prepares and submits performance and other reports as required and ensures timely submission of all documents/information requested from the Divisions/Units;
- Monitors, evaluates and reports on the implementation of required actions arising from Board decisions as well as the effective implementation and compliance with legislative requirements and policies;
- Evaluates, reviews and reports on Organizational performance against clearly defined objectives and performance targets, as well as reallocates resources across different areas (e.g., Budgets) within overall approved resources for the year based on agreed action plans to close gaps;
- Facilitates the achievement of performance standards by effective leadership and collaboration with the CEO and the Corporation's Senior Leadership to agree, set and monitor of performance standards of the Corporation and the Industry;
- Monitors the Corporation's compliance with the Public Bodies Management and Accountability Act (PBMA), Finance Administration and Audit (FAA) Act and other enabling regulations;
- Reviews, approves and prepares contracts and obtains the Chief Executive Officer's signature;
- Reviews Security Plans for the Corporation and makes recommendations as appropriate;
- Participates in the review of fees and charges for products and services of the Corporation;
- Reviews non-compliance issues and looks for opportunities for reviewing procedures and/or making cultural shifts in operations in order to increase compliance rates;
- Monitors the Corporation's performance targets and provides feedback to the Chief Executive Officer;
- Assists in co-ordinating the presence of the Corporation at various local and international events;
- Attends meetings and participates in various fora on behalf of the CEO or the Corporation.

Postal Service transformation:

- Reviews new and updated operational and postal policies and procedures and makes recommendations to improve operation;
- Resolves issues and obstacles faced by staff with customers and/or other external Agencies;
- Manages the analysis, review and proposals for intergovernmental operations with all relevant entities;
- Formulates and maintains effective internal controls which promote efficiency and effectiveness in the delivery of core services and enables compliance with internal policies and procedures;
- Ensures adequate facilities are in place to improve partnership and compliance within the Industry;
- Assists in directing the transformational Change Agenda and the implementation of strategic initiatives across the Corporation in order to achieve high levels of ownership and compliance.

Policy:

- Develops strategies to improve service delivery for local/international business and domestic customers through product and service diversity, high quality customer service standards and commercially sensitive prices;
- Develops a strategy map of the postal service and recommends strategic changes to the Board, through the CEO that will facilitate policy approval and/or revision (including amendments to legislation and regulations as necessary);
- Co-ordinates and collaborates on the development and review of policy recommendations to the Board, through the CEO that will facilitate policy approval and/or revision (including amendments to legislation and regulations as necessary);
- Implements policy decisions and procedures of the Corporation across its Divisions/Units, including ensuring the adequacy of required resources (human, physical/infrastructural, financial and systems);
- Develops, implements and maintains policies and procedures to guide the operations of the Corporation including reporting and information management;

- Oversees and ensures that the Corporation is within the span of control to operate within the established policies and procedures;
- Initiates the development or review of policies and relevant regulations;
- Advises the Chief Executive Officer of issues arising from policy implementation and makes recommendations for requisite changes/actions;

Marketing and Business Development:

- Ensures strategic objectives shaped at the Senior Leadership level are translated into tactical Business Plans with mechanisms for key measurements in place to monitor progress;
- Analyses and appraises applications and Project Proposals/Business Plans and recommends those that are suitable for consideration by the Chief Executive Officer;
- Reviews all phases of the Project Cycle and the progress of all projects undertaken by the Corporation;
- Undertakes post evaluation of completed projects and drafts and monitors agreements, in collaboration with the Director, Business Development and Special Projects;
- Undertakes post evaluation of completed Marketing Plan and monitor agreements, in collaboration with the Director, Commercial Services and Marketing;
- Reviews the performance of commercial services and makes strategic changes where necessary;
- Ensures that contracts for third party commercial services are negotiated and implemented and that all commercial services are monitored to established standards.

Project Management:

- Participates in and oversees the development, implementation and maintenance of individual project objectives and short- and long-range plans;
- Develops tracking and evaluation programmes to assist in the accomplishment of established project goals and objectives;
- Ensures/oversees the preparation implementation and monitoring of projects.

Key stakeholder management:

- Initiates and communicates high level priorities for the Corporation to achieve Government outcomes. Communicates effectively with the Corporation's Senior Leadership, Directors and stakeholders to enable timely dissemination of information to the Board Chairman, Senior Leadership/Directors and staff, as well as stakeholders as necessary;
- Builds and maintains relationships within key stakeholders, technical experts and consultants working with or who have interest in the business of the Corporation;
- Co-ordinates the visits and meetings of Heads of Government and Diplomatic Missions;
- Initiates funding negotiations with local and international Agencies.

Finance and Governance:

- Develops, implements and monitors the fiscal activities of the Corporation, ensuring clear management controls systems are in place in the areas of budgeting, timely reporting, accounting, audit and financial reserves;
- Monitors finances and information systems and intervenes as necessary;
- Assists in anchoring and translating ideas through strong advocacy and sound understanding that promote the Corporation programmes and services being produced and/or delivered in the most cost-effective manner while maintaining quality to enable positive return on investment of time and money;
- Assesses the principal risks of the Corporation and ensures that these risks are contained, managed, monitored and/or mitigated, in consultation with the Chief Executive Officer;
- Assists with the development and sustained implementation of effective internal controls and Management Information Systems so that the Corporation has appropriate systems to enable the effective conducting of its activities both lawfully and ethically.

Board responsibility:

- Represents the Board's general philosophy regarding the Postal/Courier Industries to Corporation stakeholders, staff and public;
- Assists the Board to articulate its role and accountabilities, and that of its Committees and individual members, and the evaluation of Board performance, in consultation with the Chief Executive Officer, if required;
- Works with the Board Chairman and Committee Chairs to enable the Board to fulfil its governance functions and facilitates the optimum performance by the Board, its Committees and individual Board Members;
- Keeps the Board fully informed on the state of affairs of the Corporation, including trends, issues, challenges and opportunities, as well as ways to address them, escalating to the Board for discussion and deliberation such matters as agreed within the Governance and Performance Frameworks, in consultation with the Chief Executive Officer;

- Ensures that Corporation complies with all relevant legislation, including, but not limited to, employment law, Public Bodies Management Accountability (PBMA) Act and Financial Administration and Audit (FAA) Act and its Regulations;
- Advises and assists the Board to ensure effective governance of the Corporation, including the development, review and implementation of appropriate organisational policies;
- Promotes a culture of collective responsibility for the Corporate Governance of the Corporation and challenge constructively, the decisions of the Board where necessary and facilitates proposal development on priorities, risk mitigation, values, standards and strategy.

Management and Administration:

- Provides expert advice and recommendations to the CEO on strategic and day to day operational imperatives including the implications of major policy decisions, the Corporation's resourcing and performance, and strategies for managing critical incidents;
- Develops and maintains effective working relationships with a diverse range of internal and external stakeholders and nurture effective strategic partnerships to identify changes in client base and demands and new Industry developments which impact on the strategic positioning of the Corporation and achievement of both short and long-term goals;
- Establishes and manages sound guidelines and practices for Corporation's procurement, external contracting and partnership relationships to pre-determined standards as per Government Procurement policies and regulations, as well as ensure full compliance with Procurement Legislation;
- Manages and co-ordinates the systematic review and submission of reports in keeping with required timelines to external bodies in keeping with Jamaica's international obligations;
- Represents the Corporation, developing and sustaining positive/proactive relationships with key public, private, community and/or Industry stakeholders and cross-jurisdictional networks regionally and internationally, as well as serve on external committees where applicable, in order to identify trends, leverage knowledge and intelligence, and fully inform Corporation strategic decision-making processes.
- Deputizes for the Chief Executive Officer during periods of absence, and in relation to specific matters, issues or elements of Corporation operation as delegated from time to time by the CEO, ensuring a consistency of approach and decisions which align with the Corporation's objectives.

Human Resource:

- Manages the welfare and development of direct reports through the preparation of Performance Appraisals and recommendations of required training and development programmes;
- Provides leadership to staff through coaching, mentoring and training, providing assistance and support as needed;
- Ensures that staff is aware of and adheres to the policies, procedures and regulations of the Corporation and the Ministry;
- Participates in the recruitment of staff for the Divisions of the Postal Corporation of Jamaica;
- Participates in the orientation of new employees;
- Performs any other related duties that maybe assigned by the Chief Executive Officer from time to time.

Required Knowledge, Skills and Competencies

- Good knowledge of the operations of Government, its policies and systems Process design and implementation skills
- Excellent knowledge of Strategic Plan and its responsibilities with respect to achieving its targets
- Good knowledge of Performance Management and Evaluation Methodologies
- Excellent knowledge of the budgetary systems and procedures, especially the laws regulating principles and practices relating to Public Sector Budget preparation and administration
- Excellent knowledge of the Public Procurement planning processes and procedures, especially the laws, regulations, principles and practices relating to Procurement preparation and administration
- Sound knowledge and understanding of Government machinery, systems management and performance monitoring for regulatory bodies in Jamaica
- Sound knowledge and understanding of key legislation and regulations
- Sound knowledge and understating of the sensitive global issues concerning the Postal Industry and its impact on societies

- Sound knowledge and understating of Government procurement and contract management
- Sound knowledge and understating of planned change management techniques, practices and applications
- Thorough understanding of and ability to review and assess financial reports to determine discrepancies and/or areas of opportunities for efficient financial management and revenue generation
- Knowledge of the Public Bodies Management and Accountabilities Act
- Knowledge of Project Management
- Knowledge of Business Forecasting
- Knowledge of Universal Postal Union Security Standards
- Knowledge of Post Office Act (1941)
- Knowledge of the Financial Administration and Audit (FAA) Act and its instruction
- Experience in the use of relevant computer applications
- Excellent in managing external relationships
- Excellent in managing partnership
- Excellent leadership skills
- Excellent interpersonal skills
- Excellent oral and written communication skills
- Excellent planning and organizing skills
- Excellent problem-solving and decision-making skills
- Knowledge of Government of Jamaica procurement procedures would be an asset

Minimum Required Qualification and Experience

- Post-graduate Degree in Strategic Management, Governance, Business Administration, Public Administration or any other related field;
- Seven to eight (7-8) years' work experience with at least five (5) years in a Senior Management position;
- Practical experience of leading successful change in a Government setting; delivering demonstrably high-quality services against challenging performance targets; managing and working through others to achieve outcomes; and, managing large Budgets;
- Experience in Government Organizations, particularly in a regulatory or monitoring capacity, would be an asset.

2. Manager, Commercial Services (GMG/SEG 3)

Job Purpose

Under the general direction of the Director, Commercial Services and Marketing, the Manager, Commercial Services manages all operational functions of commercial services. The incumbent is responsible to plan, implement, co-ordinate, monitor, evaluate and report on commercial services activities in accordance with the strategic direction and mandate of the Postal Corporation of Jamaica.

Key Responsibilities

Managerial/Administrative:

- Participates in the Strategic Planning and Operational Plans for the Organization;
- Collaborates with direct supervisor in the preparation, signing and submission of the Individual Work Plan;
- Monitors the work of the Commercial Services Section by developing its Unit Plan and Budget and ensuring that direct reports' Individual Work Plans are prepared;
- Visits Post Offices Island wide to provide managerial support and to streamline commercial service activities;
- Prepare monthly reports on a timely basis;
- Attends Departmental meetings as instructed by the Director, Commercial Services and Marketing and Senior Director;
- Convenes meetings with Junior staff as deemed appropriate;
- Prepares and submits reports to the Director, Commercial Services and Marketing on commercial services matters.

Human Resource:

- Manages the welfare and development of direct reports through the preparation of Performance Appraisals and recommendations 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 Branch;
- Participates in the recruitment of direct reports for the Unit;
- Recommends Vacation Leave for direct reports in keeping with established Human Resource policies;
- Recommends/administers disciplinary action in keeping with established Human Resource policies;
- Performs any other related duties that maybe assigned by the Director from time to time.

Technical/Professional:

- Strategizes with the Director, Commercial Services and Marketing on matters relating to commercial services through regular consultations;
- Analyzes the performance of each service and makes recommendations for improvement;
- Monitors the performance of Post Offices island-wide in collaboration with the Directors and Regional Managers to ensure compliance to Standard Operating Procedures for commercial services and products to determine and improve the quality of the service being offered;
- Analyzes the performance of each commercial service and prepares a report outlining recommendations for improvement and expansion of services;
- Reviews and develops the Standard Operating Procedural Manuals for commercial service products and services and ensures compliance with stipulated guidelines;
- Assists with the preparation of contracts for third party commercial services and implements same in keeping with established standards;
- Contributes to ongoing Quality Assurance Audits to ensure efficient and effective delivery of commercial services;
- Provides guidance to staff in the implementation of all and commercial service operations;
- Receives reports or issues/complaints from locations and seeks to resolve same through consultations with the Director, Commercial Services and Marketing;
- Consults with the Public Relations Officer with a view of improving the quality of services to the end-users;
- Ensures that Regional Managers are appraised of the performance of the services and other outstanding queries/complaints;
- Ensures that complaints and delays are investigated, identifies conflict and makes recommendations for corrective action;
- Tracks mid-term and long-term project targets, prepares reports with recommendations;
- Co-ordinates activities of personnel involved in performing internal projects to ensure the effective and efficient implementation of initiatives;
- Ensures that systems are in place to record achievements of objectives and targets;
- Provides support in the monitoring and assessment of customer satisfaction;
- Maintains frequent communication between Postal Corporation of Jamaica and its Corporate Customers/Clients for resolving discrepancies and for overall service delivery, meeting customers/client's needs and guaranteed customer satisfaction;
- Manages the accounts of clients for on-time payments and implement changes where necessary in consultation with the Director, Commercial Services and Marketing;
- Manages the services provided to the corporate client and ensures that systems are in place to manage it;
- Resolves queries from the Customer Experience Officer that have been escalated;
- Assesses training needs and collaborates with the Human Resource Development Unit in implementing training programmes for postal staff island-wide as it relates to commercial services;
- Monitors and evaluates the performance of staff in Post Office locations and recommends corrective actions where necessary.

Required Knowledge, Skills and Competencies

- Excellent knowledge of Jamaica Customs Agency procedures relating to clearance
- Excellent knowledge of tariff codes and their application
- Excellent knowledge of Customer Service principles and practices
- Good knowledge of relevant computer applications
- Good knowledge of Records Management principles and practices
- Good knowledge and an understanding of business growth models and the ability to foresee commercial opportunities
- Good knowledge of the Post Office Act, Universal Postal Union guidelines and Customs

Act

- Strong working knowledge of metrics to monitor the performance of commercial activities, reporting results to senior management
- Sound knowledge and understating contract management
- Sound knowledge of Operation Management
- Familiarization of ASYCUDA System and generating IMS4
- Knowledge and understating of the sensitive global issues concerning the postal industry and its impact on societies
- Knowledge of the Financial Administration and Audit Act
- Knowledge of the Postal Industry and its Operations
- Knowledge of Budget Preparation
- Knowledge of logistics
- Knowledge of project management
- Risk Management skills
- Experience in the use of relevant computer applications
- Excellent in managing external relationships
- Excellent leadership and interpersonal skills
- Excellent oral and written communication skills
- Excellent planning and organizing skills
- Excellent problem-solving and decision-making skills

Minimum Required Qualification and Experience

- Bachelor's Degree in Business, Operations Management or related field;
- Professional Certificate in Customs Regulations, Processes and Brokerage is an asset;
- Three to four (3-4) years' work experience in a similar role.

3. Director, Business Development and Special Projects (GMG/SEG 3)

Job Purpose

Under the direct supervision of the Senior Director, Operations, the Director, Business Development and Special Project will lead and oversee the development and growth of profitable new business; develop and maintain effective key customer/client relationships as well as ensure business growth through directing and managing business development activities and special projects to improve profitability, in keeping with the mandate of the organization. Director, Business Development and Special Projects Unit will be required to work closely with the Commercial Service and Marketing Unit to achieve established strategic/operational objectives within the Corporation, Department and the wider Postal Industry.

Key Responsibilities

Management/Administrative:

- Provides strategic direction and advice to the Senior Director of Operations on changes relating to commercial services and policies;
- Provides strategic advice on services to be developed and implemented such as e-commerce, counter automation;
- Presents Business Development Plan to Chief Executive Officer, Senior Director Operations and Board Members;
- Reviews constantly the strategies for achieving the best marketing strategies;
- Participates in the Strategic and Operational Planning processes for the Corporation;
- Liaises with Marketing and Sales Units to ensure brand consistency and increased sales;
- Establishes and implements systems for reporting of work done against stated and agreed Work Plans.
- Attends Departmental meetings, conferences and seminars.

Technical/Professional:

Business Development

- Identifies business prospects and partnerships;
- Develops a growth strategy focused both on financial gain and customer satisfaction;
- Conducts research to identify new markets and customer needs;
- Develops negotiating strategies and positions by studying integration of new venture with company strategies and operations; examining risks and potentials;
- Arranges business meetings with prospective clients and provides feedback to the Director, Commercial Services and Marketing;
- Initiates and develops relationships with key prospects to identify and meet prospects' business needs;

- Maintains relationships with clients to ensure project success;
- Captures prospect and market needs and trends and consults with executive leadership and internal teams for solution development;
- Creates, administers, and implements the business development strategies and tactics for the Corporation;
- Promotes the Company's products/services addressing or predicting clients' objectives;
- Establishes formal sales processes in order to keep a team on track and provides the best opportunity to close a sale;
- Establishes databases of pertinent information for use in analyzing Financial Plans and forecasts;
- Responds to Request for Proposals (RFP), reviews Regional Statistical Reports and Contractual Agreements and works with the Commercial and Marketing Team to write proposals and Statement of Works (SOW), including the preparation of project Budgets;
- Develops and monitors performance indicators for the business development process;
- Provides specific expertise and relevant experience into the product and services Portfolio and Strategic Planning process as needed;
- Prepares Services Contracts ensuring agreed Terms and Conditions are clearly reflected;
- Analyzes the Financial Report on all services provided to Corporation/Department and provided recommendations.

Special Projects:

- Directs and integrates the activities of single or multiple, major project operations; ensures that project efforts are generally cohesive, consistent, and effective in supporting the Corporations Mission, Goals, and Strategic Plan/Objectives;
- Prepares and reviews, in conjunction with the Director, Commercial and Marketing Terms and general conditions of all projects to be adopted and implemented;
- Ensures that effective communication is maintained with the executing and planning partners on an ongoing basis throughout the various stages of the project cycle;
- Maintains strict adherence to the budgetary guidelines as well as quality, safety and security standards;
- Inspects sites/venues hosting each project periodically;
- Participates in the development of policies, strategies, and operating objectives and ensures that they are consistent within the Organization and the broader Industry to support the timely implementation of the project;
- Participates in and oversees the development, implementation, and maintenance of individual project objectives and short- and long-range plans; develops tracking and evaluation programmes to assist in the accomplishment of established project goals and objectives;
- Manages and administers a large, diverse team of professional/technical and support staff, both directly and through lower level managers and supervisors, if required;
- Manages the working relationships on behalf of the Corporation with external stakeholders;
- Consults, co-ordinates, and serves as a key liaison between the Corporation, Ministries, Agencies and Department on strategic matters of policy relating to the implementation of the project(s);
- Collaborates with Directors to establish programmatic goals and priorities for the Industry;
- Develops and manages Annual Budgets for the project and performs periodic cost and productivity analyzes;
- Recommends and participates in the development of the Corporation's wider policies and procedures and; may serve on Corporation's Planning and Policy-making Committees;
- Develops and administers Budgets and Business Plans for project development and deployment at an institutional level;
- Maintains currency of knowledge with respect to the Corporation's strategic directions and plans;
- Leads special projects that the Corporation embarks upon from time to time;
- Collaborates with the CEO and Director, conceptualises and develops the scope and project plan for special corporate projects;
- Follows through to implement special projects from procurement and management of consultants and other resources through to evaluation and monitoring of results and/or impact;
- Provides project management expertise/support to Divisions;
- Provides intermittent updates and reports to the Director on the progress of projects, obstacles being faced and recommendations for shifts and adjustments as appropriate.

Human Resource:

- Participates in recruitment, transfers, promotions and leave of staff;
- Ensures the developmental and welfare needs of staff are identified and addressed;

- Assesses training needs and collaborates with the Human Resource Unit in implementing service-related training programmes for Postal Staff islandwide;
- Participates in the delivery of on-the-job, service-related training for Regional Managers, Branch Managers and Postal Staff;
- Monitors and evaluates the service-related performance of staff in Post Office locations 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 Branch's and Department's goals;
- Fosters an atmosphere of trust, high ethical and confidentiality standards;
- Performs any other related duties that maybe assigned by the Senior Director from time to time.

Required Knowledge, Skills and Competencies

- Demonstrable confidentiality, diplomacy, discretion and integrity at all times
- Sound knowledge and understanding of Government machinery, systems management and performance monitoring for regulatory bodies in Jamaica
- Sound knowledge and understating of Government Procurement and Contract Management
- Sound knowledge and understating of planned change management techniques, practices and applications
- Thorough understanding of and ability to review and assess Financial Reports to determine discrepancies and/or areas of opportunities for efficient Financial Management and revenue generation
- Working knowledge of relevant computer applications.
- Excellent knowledge of Business Development with proven ability to develop and implement a Business Plan
- Excellent Project Writing, Appraisal and Monitoring and Evaluation skills
- Knowledge of the Public Bodies Management and Accountabilities Act
- Knowledge of Project Management
- Knowledge of Business Forecasting
- Knowledge of Universal Postal Union Security Standards
- Knowledge of Post Office Act (1941)
- Knowledge of the Financial Administration and Audit (FAA) Act and its instruction
- Excellent in managing external relationships
- Excellent interpersonal and leadership skills
- Excellent oral and written communication skills
- Excellent planning and organizing skills
- Excellent problem-solving and decision-making skills
- Proficiency in MS Office and CRM software (e.g. Salesforce)

Minimum Required Qualification and Experience

- Bachelor's Degree in Business Administration or other equivalent professional qualification;
- Specialized training in Project Writing, Appraisal, Monitoring and Evaluation and General Project Management;
- Proven working experience as a Business Development Manager, Sales Executive or a relevant role;
- Proven sales track record;
- Three to five (3-5) years' experience in Project/Programme Management;
- Three (3) years' experience at a Senior Management level.

4. Revenue Manager (FMG/PA 3)

Job Purpose

The incumbent is responsible for the management of the daily operations of the Financial Accounting Unit, providing technical advice to the Director Finance and Accounts on all Financial Accounting matters relating to the Expenditure and Revenue Budgets and all other funds and assets under the control of the Postal Corporation. This must be done in adherence to the Public Body Management Act and Financial Administration and Audit Act and other GoJ regulations.

Key Responsibilities

Management/Administrative:

- Assists the Director Finance and Accounts in the development and execution of an effective and efficient control system;
- Participates in the preparation of the Division's Operational Plan and Budget;
- Develops Work Plans for the Unit;
- Ensures that Individual Work Plans are developed, signed and submitted for supervisees;
- Evaluates and reports on the status of activities within the Unit in conjunction with the targets set out in the Corporate and Operational Plan;
- Participates in the preparation of the Division's report for delivery at the Senior Management Meetings;
- Prepares and submits periodic reports to the Principal Finance Officer on the performance of the Unit or any specific issue and problem;
- Develops and maintains proper systems of internal control and ensure that they are adhered to.

Technical/Professional:

- Creates and maintains cross functional work groups to monitor/provide guidance in Financial and Accounting operations;
- Establishes proper Accounting Systems and procedures are to accurately capture financial accounting data in the period to which they relate;
- Conducts tests to ensure that all accounts payable and accounts receivable are being accurately captured and brought to account within the period to which they relate;
- Ensures that there is a proper system for checking, certification and authorization for each item of expenditure in accordance with the prescribed conditions of Financial Administrative and Audit Act and other GoJ regulations;
- Ensures that there are proper systems in place to ensure the accurate computation and payment of salaries;
- Ensures that all bills are paid and other commitments honoured;
- Monitors and reviews actual expenditure against the budgeted provision to ensure that total expenditures are kept within the warrants and according to agreed priorities;
- Manages the preparation and maintenance of Monthly and Annual Accounts inclusive of project accounts;
- Oversees the preparation and disbursement of all statutory and other approved deductions to relevant agencies/parties;
- Ensures prompt reconciliation of all bank balances;
- Requests Statements of revenue collections, analyses trends of actual against approved Budget and prepares monthly reports;
- Ensures the preparation of Monthly and Annual Financial Reports in respect of both expenditure and revenue;
- Assists in the Budget and Cost Management Section in the Scrutiny of Budget proposals from Agencies that are fully or substantially funded by the Budget;
- Liaises with Agencies and request Monthly Statements of expenditure and revenue to ensure that their allocations supports and reflects their needs and are in keeping with the approved targets.

Human Resource Management:

- Monitors and evaluates the performance of direct reports prepares Performance Appraisals and recommends and or initiates corrective action where necessary to improve performance and or attaining established personal and/or organizational goals through the development of Work Plans;
- Participates in the recruitment of staff for the Division/Unit and recommends transfer, promotion, termination and leave in accordance with established Human Resource policies and procedures;
- Collaborates with the Human Resource Division, assists with the development and implementation of a Succession Planning Programme for the Division/Unit to facilitate continuity and the availability of required skills and competencies to meet the needs of the Division;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Ensures the welfare and developmental needs of staff in the Division/Unit are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and Organization's goals;
- Sits on Committees;
- Performs any other related duties that maybe assigned by the Director Finance and Accounts or CEO from time to time.

Required Knowledge, Skills and Competencies

- Excellent knowledge of accounting principles and practices, as well as Public Administration
- Expert knowledge and experience in the GOJ Budget preparation process
- Expert knowledge of the GOJ's Accounting Standards
- Knowledge of Management Accounting Principles
- Knowledge of accrual accounting principles and International Financial Reporting Standard requirements
- Expert knowledge of the Financial Administration and Audit (FAA) Act and Regulations
- Excellent knowledge of the Ministry of Finance and the Public Service (MOF&PS) overall Strategic Plan and its responsibilities with respect to achieving its targets
- Good knowledge of the Post Office Act
- Good knowledge of the Public Bodies and Management Accountability Act
- Good knowledge of PostCorp's products and Services
- knowledge of Government procurement policies
- Proficient in Computer Application (Excel, Access, Word)
- Knowledge of negotiation principles and practices
- Excellent oral and written communication skills

Minimum Required Qualification and Experience

- Bachelor's Degree in Accounting/Management Studies with Accounting or BBA Degree from an accredited University; **or**
- ACCA Level 2; **or**
- Asc. Degree Accounting, MIND, along with the Diploma in Government Accounting, MIND.

Applications accompanied by résumés should be submitted **no later than Wednesday, 13th April, 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**