



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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### **CIRCULAR No. 222** **OSC Ref. C.6634/S9<sup>2</sup>**

6<sup>th</sup> June, 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 **vacant** post of **Monitoring and Evaluation Specialist (Grade 8)** in the **Management Institute for National Development (MIND)**, salary range \$2,641,334 - \$3,673,816 per annum and any allowance(s) attached to the post

#### **Job Purpose**

The Monitoring and Evaluation (M&E) Specialist will focus on monitoring and evaluating the effectiveness of MIND's Quality Management System (QMS), in line with the required Industry standards, accreditation and business requirements across the Agency, through existing and new policies and procedures. The position will support the regulating, control and improvements to the quality of all processes; manage the ISO Audit Programme to ensure that all nonconformities raised against certification bodies during audits, are effectively corrected and independently verified and embed a culture of continuous improvement throughout the Agency.

The Monitoring and Evaluation Specialist will ensure that the Agency maintains and continually improves its QMS and gives consideration to the adequacy of actions for addressing risks and opportunities to increase the effectiveness of the System.

#### **Key Responsibilities**

- Contributes to the creation and implementation of best practices, capacity planning, visioning, strategy, policies, processes and procedures to aid and improve the Agency's operational performance;
- Contributes to new business initiatives and projects and reviews and communicates the impact on the Agency's Quality Management System (QMS);
- Ensures that the Agency maintains and continually improves its Quality Management System (QMS), and gives consideration to the adequacy of actions for addressing risks and opportunities to increase the effectiveness of the System;
- Supports the Agency's Risk Management Programme to include maintenance of policies and procedures; assists with resolution of risk incidents, reporting, meetings/updates with the Management Team and provides oversight of the Business Continuity Plan;
- Monitors and reports to the CEO and the Management Review Committee (MRC) on the performance of the Agency's ISO 9001:2015 Quality Management System (QMS) and any need for improvement;
- Implements an Agency-wide risk ISO 9001 based Audit Programme that serves the following purposes:
  - Determining if Agency policies, procedures and systems are effectively implemented and in compliance with ISO 9001:2015 Standards
  - Identifying nonconformities
  - Verifying effective correction of all identified nonconformities and implementation of audit recommendations.

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

- Excellent knowledge of ISO Auditing Standards, Principles, Practices and Techniques
- Excellent knowledge of ISO 9001:2015 Standards
- Excellent research, analytical and reporting skills
- Ability to think "outside the box" and apply creative and constructive thinking to propose well-founded recommendations for improvements to internal processes controls, procedures and policies
- Exceptional initiative, autonomy, adaptability, maturity and professionalism
- Excellent oral and written communication skills
- Proficient in the management of risk and internal controls

- Advanced Proficiency with Microsoft Office Suite and generally very technology savvy
- Proven ability to independently and simultaneously manage complex, multiple and competing priorities

**Minimum Required Qualification and Experience**

- Post Graduate Degree or equivalent qualification/training in Business Administration, Operations, Quality, Risk Management, Regulatory or related field;
- ISO 9001:2000 Lead Auditor Certification;
- Eight (8) or more years' experience establishing and maintaining Quality Management Systems;
- Five (5) or more years of successful leadership experience in driving cross-functional quality and/or process improvement initiatives in support of business goals.

Applications accompanied by résumés should be submitted **no later than Friday, 17<sup>th</sup> June, 2022 to:**

**Senior Manager, Human Resource Management  
Management Institute for National Development (MIND)  
235A Old Hope Road  
Kingston 6**

Email: [hr@mind.edu.jm](mailto:hr@mind.edu.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**