



Office of the Services Commissions

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CIRCULAR No. 286 **OSC Ref. C. 4840³¹**

5th July, 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 be assigned to/fill the following posts in the **Economic Management and the Corporate Planning and Administration Divisions, Ministry of Finance and the Public Service (MOFPS)**:

1. **Programme Management and Co-ordination Officer (GMG/SEG 2) - (Not Vacant)**, salary range \$2,104,355 – \$2,501,416 per annum and any allowance(s) attached to the post.
2. **Manager, Customer Service Monitoring and Evaluation (GMG/SEG 2) - (vacant)**, salary range \$2,104,355 – \$2,501,416 per annum and any allowance(s) attached to the post.
3. **Library Manager (PIDG/LB 5) - (vacant)**, salary range \$2,104,355 – \$2,501,416 per annum and any allowance(s) attached to the post.
4. **Customer Service Monitoring and Evaluation Officer (GMG/AM 3) - (vacant)**, salary range \$1,229,060 – \$1,460,966 per annum and any allowance(s) attached to the post.

1. **Programme Management and Co-ordination Officer (GMG/SEG 2)**

Job Purpose

To assist with the provision of support for the management and co-ordination of activities related to Budget Support Programmes (BSPs), Policy-Based Loans (PBLs), Policy-Based Grants (PBGs), and Technical Co-operations (TCs) being implemented/executed by the Government of Jamaica (GOJ). In particular, the incumbents will assist the Director in managing the progress in relation to programme activities, preparing the necessary reports and recommending strategies to ensure that targets related to the respective programmes/projects as specified in the Financing Agreements are achieved.

Key Responsibilities

Provides support in managing and co-ordinating the implementation of activities related to BSPs, PBLs, PBGs, and TCs by:

- Assisting with the provision of support to facilitate the MOFPS's participation in meetings and assisting with the development of policy matrices and related means of verification, and providing reports on the outcome of meetings;
- Assisting with the monitoring of progress in relation to programme activities, preparing the necessary reports and making recommendations to ensure that specified conditions/commitments regarding the respective Financing Agreements are achieved;
- Assisting in the co-ordination and submission of means of verification for the satisfaction of conditions/triggers to the relevant Funding Agency;
- Assisting with monitoring and verifying outcomes and achievement of policy triggers of active programmes to ensure objectives are achieved;
- Assisting with the preparation of official correspondence to funding partners for signing by the Deputy Financial Secretary, Economic Management Division (DFS, EMD), the Financial Secretary (FS) and the Honorable Minister of Finance and the Public Service (HMFPS).

Conducts research, prepares reports, maintains records and provides advice/information on portfolio related issues by:

- Conducting research as requested and providing analysis/advice as necessary;
- Identifying research issues and providing data and other information on relevant portfolio issues;
- Reviewing and providing analysis/comments for Draft Cabinet Submissions and other documents;
- Assisting in the preparation of Briefs, Reports, Drafting Cabinet Submissions and Ministry Papers for the DFS EMD, FS, and MFPS in relation to the Portfolio;

- Providing comments on any policy and Budget supports related agreements and documents;
- Assisting in the preparation of internal briefs, memoranda and reports on policy-based and budget support programmes to inform decision-making;
- Assisting with maintaining records in respect of policy-based and budget support programmes and related documents;
- Assisting with the review of Policy-Based and Budget Support Programme Estimates and the related Financing Agreements and Addendums prior to submission for signing by the relevant Ministry personnel.

Maintains effective relationships with internal and external stakeholders and represent the interests of the MOFPS/GOJ on issues related to PBLs, PBGs, and TCs by:

- Assisting with developing and maintaining appropriate relationships with key internal and external stakeholders;
- Liaising with the Planning Institute of Jamaica (PIOJ) and Funding Partners to ensure timely receipt of expected inflows for policy-based programmes;
- Liaising with other MOFPS staff as well as the relevant staff of MDAs and public bodies for the provision of advice or the sharing of information in order to facilitate the effective execution of duties.

Required Knowledge, Skills and Competencies

- Good knowledge of project/programme management
- Knowledge of fiscal and macroeconomic policies
- Knowledge of public policy in relation to Financial Management and the Financial Acts and Regulations
- Knowledge of the Public Debt Management Act (PDMA) and Regulations
- Knowledge of Jamaica's Legislative Process
- Proficient in Microsoft Office Suite including Word and Excel
- Proficient in the use of Communication technology
- High level of confidentiality, honesty and integrity
- Project implementation skills
- Strong analytical skills
- Strong oral and written communication skills
- Problem-solving and analysis
- Strong interpersonal skills
- Customer relations skills
- Team oriented
- Strong organizing skills
- Knowledge of computerized systems and software, with an emphasis on the MS Office suite and projects

Minimum Required Qualification and Experience

- Bachelor's Degree in Management Studies, Business Administration, Public Administration or equivalent qualifications;
- Two (2) years of experience in a position related to the field;
- Six (6) years' experience in a Public Policy, M&E or Public Sector Management environment, with at least two (3) years in management capacity.

Special Conditions Associated with the Job

- Highly pressured working conditions with numerous competing critical timelines and deadlines;
- Occasional ad hoc hours outside of the normal working hours to meet critical deadlines;
- Must possess a valid Jamaican Drivers' License and a reliable motor vehicle.

2. Manager, Customer Service Monitoring and Evaluation (GMG/SEG 2)

Job Purpose

Under the general supervision of the Director, Customer Service, the Manager Customer Service Monitoring and Evaluation is responsible for the coordination and implementation of the Ministry's Customer Service Monitoring and Evaluation Programme. Primarily, the Manager, Customer Service M&E will be responsible for monitoring and evaluating the value chain elements of: Service and Operational Planning, Service Awareness, Service Delivery Operations as well as general Customer Service Satisfaction.

Key Responsibilities

Management/Administrative:

- Assists in the development of the Customer Relations Branch's Corporate/Operational Plans and Budget;
- Develops Individual Work Plan based on an alignment to the overall plan for the Branch;
- Provides advice to the Director, Customer Service and Managers on procedures;
- Identifies Customer Service strategies and standards;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required;

Technical/Professional:

- Develops and implements the Customer Service Evaluation Programme in collaboration with the Communications and Public Relations Branch of the Ministry;
- Monitors and evaluates overall progress on achievement of results based on the Customer Service Balanced Scorecard;
- Collects data, analyzes and reports on feedback from the Ministry's Mystery Shopper Programme;
- Conducts evaluation of the Customer Service Training/Sensitization Sessions (Head Office, Outstations, Departments and Agencies) in collaboration with the Human Resource Development Unit;
- Creates and utilizes a mix of feedback strategies to collect data on Divisional services, the library services, website, Youtube, inclusive of the use of surveys, and focus group discussions;
- Conducts evaluation of the quality of products and service offerings of the Ministry, its Portfolio Agencies and Departments;
- Evaluates internal Help Desk services of the Ministry;
- Develops and executes internal and external Customer Service Surveys to determine customer satisfaction. Analyzes and reports on findings on a regular basis;
- Recommends strategies to the Director, Customer Service for improving efficiency and effectiveness by identifying bottlenecks to minimize or eliminate such bottlenecks;
- Supports the stakeholder analysis through periodic analysis of the interests and expectations of the customers;
- Prepares and submits research papers on customer service programmes;
- Represents the Division at meetings, seminars, workshops, conferences and other fora;
- Performs any other related duties that may be assigned from time to time.

Human Resource:

- Co-ordinates and monitors the work of the M&E Unit of the Branch;
- Monitors and evaluates the performance of direct reports, prepares Performance Appraisal and recommend training so as to achieve personal and organizational goals;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Participates in the recruitment of staff for the Unit;
- Ensures the welfare and developmental needs of the staff in the Unit are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Unit 's and Division's goals;
- Maintains, monitors Attendance Reports for all relevant members of staff.

Customer Service:

- Maintains Customer Service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meet expectations;
- Prepares Quarterly and/or Annually Customer Service reports;

Required Knowledge, Skills and Competencies

- Sound knowledge in quantitative and/or qualitative research methods
- Sound knowledge of Customer Service principles, processes and best practices
- Sound knowledge and understanding of Customer Service tools and instruments in the delivery of business objectives
- Sound customer service focus and commitment to providing quality customer service with demonstrated ability to relate to people from various cultures
- Ability to use tact, diplomacy and negotiating skills when handling difficult customers to achieve a positive outcome

- Being emotionally intelligent
- Excellent interpersonal and team management skills
- Excellent communication (oral and written and including listening) skills
- Excellent analytical and problem-solving skills
- Excellent management skills
- Excellent customer and quality focus skills
- Excellent planning and organizing skills
- Excellent judgement and decision-making skills
- Integrity
- Research methods
- Use of statistical software
- Data analysis
- Database software development
- Knowledge of the Ministry's policies and procedures
- Knowledge of GOJ Customers Service Policies and Procedures
- Proven ICT skills
- Strong facilitation skills

Minimum Required Qualification and Experience

- Bachelor's Degree in Management Studies, Business Administration/Economics (with emphasis on Research Methodology and/or Statistics);
- Specialized Training in Customer Services;
- Three (3) years related work experience;
- Experience in designing tools and strategies for data collection, analysis and production of reports;
- Experience in analyzing data using statistical software;
- Experience in conducting research and analyzing information;

Special Conditions Associated with the Job

- Work will be conducted in an office outfitted with standard office equipment and specialized software;
- Meeting tight deadlines which will result in high degrees of pressure;
- May be required to travel locally and overseas to attend conferences, seminars and meetings.

3. Library Manager (PIDG/LB 5)

Job Purpose

Under the direction of the Director, Documentation/Information and Access Services the Library Manager is responsible for knowledge collection and dissemination within the Ministry and ensures that knowledge is shared efficiently throughout.

Key Responsibilities

Technical/Professional:

- Ensures the implementation of the Ministry's Knowledge Management policy and strategy; Works collaboratively with programme staff to identify, and prioritize types of knowledge to develop and capture within this framework,;
- Identifies knowledge and information needs;
- Interacts with staff members, managers and the clients;
- Acts as the Mediator to answer the queries of the clients and staff about the knowledge management products and practices;
- Utilizes the knowledge base resources to design training modules for the staff and clients to assist them in accessing knowledge management tools;
- Facilitates the sharing of knowledge by creating the mechanisms whereby this can be done effectively and efficiently;
- Maintains strong networks;
- Identifies and addresses challenging or problematic issues and escalates where necessary;
- Monitors the security of resource materials;
- Encourages the staff to share knowledge effectively and efficiently within the confines of the knowledge management framework;
- Responds to queries from internal and external customers;

- 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;
- Identifies and recommends tools, reports, dashboards and databases resulting from interactions with the staff across the Ministry;
- Establishes and maintains processes to ensure knowledge management efforts are shaping strategy and informing decision making;
- Monitors the systems supporting knowledge management to ensure integration and are that they 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;
- Creates and manages a central repository for technical, operational and programme tools, systems, policies, and other relevant documents;
- Manages subscriptions and publications acquisitions to online and offline publishers;
- Classifies, indexes and catalogues, informational records for access.

Management/Administrative:

- Participates in the Strategic and Operational Planning process;
- Assists in preparation of the Budget for the Section;
- Develops networks for effective relationships;
- Prepares Monthly, Quarterly and Annual reports;

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;
- Participates in the development of Individual Work Plan;
- 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;
- Identifies and incorporates the interests and needs of customers in business process design;
- Adheres to the Branch's Service Level Agreement;
- Fosters and maintains stakeholder/customer partnerships and relationships;
- Ensures critical success factors are identified and meets expectations.

Required Knowledge, Skills and Competencies

- Sound knowledge of tax laws and treaties
- Sound knowledge of taxation policies
- Strong knowledge of direct and indirect taxes as well as emerging taxes
- Strong research and analytical skills
- Sound knowledge of computer applications
- Possess excellent written and oral communication skills
- Possess and exercise high integrity and ethical standards
- High attention to detail/focus
- Possess the ability to identify and analyze work related problems and generate innovative or appropriate solutions
- Ability to exercise initiative and sound judgment
- Possess the ability to act within guidelines, honesty, conduct business transactions and treat these in a confidential manner
- Possess the ability to interact co-operatively with others and to build long term internal and external relationships; extensive network of professional contacts in the government and tax space
- Superior time management skills with respect to setting priorities and managing multiple workflows against tight deadlines

Minimum Required Qualification and Experience

- Bachelor's Degree in social science, Library and Information Science or related field;
- Training in information technology, monitoring and Database Management;

- Two (2) years working experience in a related field;
- Training in Customer Service/Relations would be an asset.

Special Conditions Associated with the Job

- Pressured working conditions with numerous critical deadlines;
- Required to work beyond normal working hours;
- May be required to travel locally on official work-related business.

4. Customer Service Monitoring and Evaluation Officer (GMG/AM 3)

Job Purpose

Under the direction of the Manager, Customer Service Monitoring and Evaluation, the Customer Service Monitoring and Evaluation Officer is responsible for providing support and assistance in the collection and analysis of data and the preparation of relevant reports for monitoring and evaluation of the Customer Service Programme.

Key Responsibilities

Technical/Professional:

- Assists the Manager Customer Service M&E to collect data, analyze and report on feedback from the MOFP&S Mystery Shopper Programme;
- Assists the Manager Customer Service M&E with the evaluation of the Customer Service Training/Sensitization Sessions, in collaboration with the Human Resource Development Unit;
- Assists the Manager Customer Service M&E with evaluation of the quality of products and services offerings of the Ministry and its Portfolio Agencies and Departments;
- Assists with the deployment and collection of internal and external Customer Service Surveys to determine customer satisfaction;
- Assists with the analysis of the data;
- Updates the Customer Service M&E Database with relevant data as new information becomes available;
- Supports the Manager Customer Service M&E with printing, binding and distribution of relevant tools to assist with collection of data ;
- Provides support to the Manager Customer Service M&E with the development and execution of relevant customer service research;
- Assists with the co-ordinating of Focus Group Meetings, gathering and other Sessions to garner feedback from relevant customers;
- Performs any other related duties that may be assigned from time to time.

Customer Service:

- Maintains Customer Service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meet expectations;
- Prepares Quarterly and/or Annually Customer Service reports.

Required Knowledge, Skills and Competencies

- Excellent communication (oral and written and including listening) skills
- Excellent teamwork and cooperation skills
- Initiative
- Excellent customer and quality focus skills
- Managing the client interface
- Methodical
- Integrity
- Data entry skills
- Report writing skills
- Proficiency in relevant software applications
- Knowledge of the Ministry's policies and procedures
- Knowledge of GOJ Customers Service Policies and Procedures

Minimum Required Qualification and Experience

- Diploma in Management Studies/Public Administration or related subject;

- Two (2) years related work experience in supporting data collection and analysis and/or work in a research environment;
- Familiarity in the use of databases;
- Familiarity with statistical tools is an asset.

Special Conditions Associated with the Job

- Work will be conducted in an office outfitted with standard office equipment and specialized software;
- Meeting tight deadlines which will result in high degrees of pressure.

Applications accompanied by Résumés should be submitted **no later than Monday, 18th July, 2022** to:

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

Email: **hrapplications@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**