



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to be assigned to the post of **Director, Communications and Customer Service (MCG/IE 5) – (Not Vacant)** in the **Accountant General's Department (AGD)**, salary range \$2,104,355 – \$2,501,416 per annum and any allowance(s) attached to the post.

Job Purpose

Reporting to the Senior Director, Corporate Services, the Director, Communications and Customer Service is responsible for ensuring the Treasury meets or exceeds the information and other related needs of its customers and other stakeholders, by elevating the service consciousness in the Department's organization culture; developing, establishing and monitoring customer service standards; broadening public awareness of the existence and purpose of the AGD; and fostering increased support and involvement in Treasury initiatives among stakeholders through increased awareness of Treasury issues, standards and developments.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To co-ordinate and manage relationships with the AGD's stakeholders, securing a consistent interface between customers and other stakeholders for policy and operations;
- To build and maintain a positive image and public consciousness of the AGD;
- To elevate service consciousness in the Department's organizational culture;
- To develop, establish and monitor service standards.

Key Responsibilities

Technical:

- Oversees the development/update, implementation and monitoring of a Customer Service Charter;
- Ensures quality customer service to the Treasury's internal and external customers;
- Obtains, analyzes and addresses customer feedback to ensure the AGD maintains responsiveness to customer and other stakeholders' needs;
- Provides response to request for information by the mass media and/or the general public in compliance with the Access to Information Act, 2002;
- Represents the Department at meetings or activities relating to the Access to Information (ATI) Act;
- Develops and periodically updates Communication and Public/Media Relation policies and procedures for the AGD and oversees their implementation;
- Manages Corporate Public Relations activities including:
 - ✓ Proactive development of story angles and pitches
 - ✓ Development, circulation and distribution of press releases/announcements
 - ✓ Tracking and reporting on media coverage
 - ✓ Responding to requests from the media for information;
- Develops relations with the media and serves as the AGD's primary media contact;
- Co-ordinates Press Conferences and interviews, Briefings and media events and assists Directors in preparing for them;
- Develops and implements public education/information programmes utilizing the mass media and public fora, to foster greater understanding and public awareness of the role and functions of the AGD and wider Treasury issues;
- Co-ordinates community/parish based Public Relation and Information activities;
- Develops, reproduces and assists technical officers with the dissemination of informational and educational material, including the AGD Newsletter, Policies and Standards for the operation of MDAs, directories and other information regarding national and community/parish based Treasury services;

- Prepares monthly and quarterly reports along with any other reports or information that may be required by the Access to Information Unit and quarterly reports to Cabinet Office in respect of Customer Service;
- Assists the Manager, Human Resource Management and Development, to develop and implement communication strategies to sensitize staff about policy decisions, activities and developments within the AGD;
- Develops and maintains editorial and graphical standards for public information to ensure clarity and a high standard of quality for all publications and communications originating from the AGD;
- Generates ideas, develops concepts and writes copy for information and promotional material;
- Develops and/or reviews and maintains the content of the AGD's Website in co-operation with the Director Information Technology;
- Directs the organization's graphic design activities, including co-ordination with external designers and Agencies;
- Manages all contracts with external suppliers of Communications and Public Relations services;
- Co-ordinates the production of the Annual Report of the AGD.

Strategic Leadership:

- Implements and enforces policies and procedures of the Organization by way of systems that will improve the overall operation and effectiveness of the Unit and the AGD;
- Conducts research and recommends changes to policies, procedures and systems to enhance the functioning of the Unit and Department;
- Assists with the preparation of the Department's Annual Strategic Plan and Budget, and supports the Senior Director, Corporate Services, to deliver the Division's Operational Plan in an accurate and timely manner;
- Prepares and monitors the Communications and Customer Service Unit's Operational Plan and Budget, ensuring the work of the Unit is carried out according to plan, and agreed targets achieved;
- Assists with the establishment of internal control processes required to manage and grow the Division;
- Deputizes for the Senior Director, Corporate Services as and when required.

As Unit Head:

- Leads in the smooth and efficient operation of the Unit through the management of daily operations;
- Establishes and implements systems for reporting of work done against stated and agreed Work Plans for the Unit;
- Establishes internal control processes required to manage and grow the unit;
- Meets or exceeds Unit's performance targets.

Human Resource Management:

- Plans, organizes and directs the work of the Unit by overseeing the development of performance targets for the Unit and staff based on the Corporate Strategic Plan;
- Ensures that the Unit's staff have sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and disciplinary action;
- Participates in the recruitment of staff for the Unit;
- Recommends transfer, promotion, termination and leave in accordance with established Human Resource Policies and Procedures;
- Identifies skills gaps and collaborates with the Manager, Training and Development, to develop and implement Staff Development and Succession Plans for the Unit, to ensure adequate staff capacity;
- Monitors job specific and environmental factors, implements and promotes Health and Safety Policies and mitigates and minimizes workplace hazards;
- Monitors the performance of staff and ensures effective and objective staff performance management, through timely and accurate completion of the staff appraisal process, including periodic reviews;
- Ensures that welfare issues of Unit's staff are clearly identified and addressed;
- Performs any other duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations.
- **Managing the Client Interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high-quality service.
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one-on-one, face- to-face, with excellent public speaking skills.
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change, and to lead others through change and manage their concerns.
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, to build long term internal and external relationships, and gain support to achieve desired objectives.
- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organisational performance.
- **Collaboration and Teamwork:** The ability to be a collaborative business leader, and an inspiring professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals.
- **Strategic Vision:** The ability to develop a clear vision of the desired future state of the Department, demonstrate awareness of and or anticipate changing environmental trends, industry opportunities and threats/risks.
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including to effectively review policy issues, determine priorities, and set medium and long-term goals.
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department.
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions.
- **Leadership and Team Building:** The ability to provide vision, direction, allocate responsibilities, delegate and motivate staff in one's team, to include leading by example.
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviours appropriate to the AGD's business and social environment.
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility.
- Ability to work effectively under pressure
- Demonstrated skill and comfort in proactively building relationships with top tier reporters and editors, and in successfully positioning subject matter with the media to achieve high-impact placements
- Creative and thoughtful on how new media technologies can be utilized

Minimum Required Qualification and Experience

- Bachelor's Degree in Mass Communications/Public Relations/Journalism from a recognized tertiary institution, or equivalent;
- Ten (10) years' experience in Public Relations/Communications, five (5) years of which should be at a senior level;
- Extensive successful writing and editing experience (externally focused) with a variety of print and online communications media;
- Demonstrated experience and leadership in managing a comprehensive strategic communications, and media relations program to advance an organization's mission and goals;
- Experience in planning, writing, editing, and production of Newsletters, Press Releases, annual reports and other print publications and directories.

Desirable:

- Post Graduate Degree in Mass Communications/Public Relations/Journalism or equivalent qualifications, with at least ten (5) years' experience in Public Relations or Marketing, with at least (2) of those years at a senior level;
- Evidence of continuing professional development.

Special Condition Associated with the Job

- Pressured working conditions with numerous critical deadlines.

Applications accompanied by Résumés should be submitted **no later than Thursday, 13th October, 2022 to:**

Director
Human Resource Management and Development
Accountant General's Department
Ministry of Finance and the Public Service Complex
30 National Heroes Circle
Kingston 4

Email: careers@treasury.gov.im

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