



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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### **CIRCULAR No. 490**

### **OSC Ref. C.4515/S3<sup>2</sup>**

**11<sup>th</sup> November, 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 the post of **Chief Court Protocol Officer (MCG/IE 5) – (Not Vacant)** in the **Client Services, Communication and Information Branch, Court Administration Division, Supreme Court**, salary range \$2,104,355 – \$2,501,416 per annum and any allowance(s) attached to the post.

### **Job Purpose**

Under the direct supervision of the Director, Client Services, Communication and Information, the incumbent is required to guide and direct protocol for Jamaican Judiciary and on behalf of Judiciary and to provide protocol services in accordance with the national policies and practices and international norms and conventions.

### **Key Responsibilities**

#### ***Management and Administration:***

- Participates in the development of the Divisional Plan and Budget for the Unit;
- Develops and monitors the implementation of the Protocol Unit Plans;
- Supervises Protocol Operations and related activities for the Chief Justice, President, Court of Appeal, Judges and Parish Court Judges;
- Prepares and submits Activity/Performance and other reports as requested;
- Provides guidance/advice to the Director, Communications and Client Services and Director of Court Administration, on matters relating to the portfolio responsibility;
- Identifies gaps in programmes and recommends changes to the Director, Communications and Client Services;
- Ensures information is available to the Director, Communications and Client Services, for timely decision-making.

#### ***Technical:***

- Develops and monitors the Judiciary Schedule of activities;
- Represents the Chief Justice, President Court of Appeal, Judges and Parish Court Judges in all official contacts with Airports, Immigration and Customs, Embassies and Consulates when visits are to be co-ordinated;
- Represents the Judiciary in matters of Protocol with the Ministry of Foreign Affairs and Foreign Trade;
- Provides protocol and logistic support services for conferences, training seminars, workshops and official visits;
- Accompanies the Chief Justice, President, Court of Appeal and other designated officers of the Judiciary to selected official trips and functions;
- Receives all Diplomats and other dignitaries making courtesy call on designated members of the Judiciary;
- Procures Diplomatic and Ordinary Passports and Visas for members of Judiciary, consistent with regulations and guidelines;
- Manages all arrangements for all Judges travelling on official business, including the preparation of travel Briefs, per diems and other allowances;
- Advises members of the Judiciary on matters of protocol;
- Collaborates with the Public Relations Unit to implement outreach programmes and major events for the Judiciary;
- Co-ordinates visits/tours for Jamaican and visiting Judiciary;
- Assists with arranging Media Conferences for the Chief Justice, President Court of Appeal and other designated members of the Judiciary.

#### ***Human Resource Management and Supervisory:***

- Manages the welfare and development of staff through the preparation of performance appraisals and recommendation of required training and development programmes;
- Provides leadership to staff through effective objective setting, delegation and communication;

- Provides guidance to staff through coaching, mentoring and training, providing assistance and support as needed;
- Establishes programmes to foster the values and attitude initiative within the Communication, Information and Client Services Division;
- Ensures that staff are aware of and adhere to the policies, procedures and regulations which affect the Division;
- Participates in the recruitment of staff for the Division;
- Recommends Vacation Leave for staff in keeping with established Human Resource policies;
- Performs any other duties assigned by supervisor.

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

#### ***Technical:***

- Good understanding of the Court System in Jamaica
- Knowledge of the Public Sector policies, rules and regulations
- Excellent knowledge of the principles and practices of protocol
- Knowledge of modern methods and techniques of information gathering, presentation and dissemination
- Conflict management skills
- Excellent knowledge of customer service techniques

#### ***Core:***

- Ability to set and meet work priorities
- Ability to think analytically and constructively
- Ability to command respect of Court users at all times
- Ability to be fair, impartial, understanding and of high integrity
- Displays maturity of attitude, patience and tolerance

### **Minimum Required Qualification and Experience**

- Undergraduate Degree in Public Administration/Public Sector Management or related discipline with training in State Protocol and Business Etiquette, Event Planning and Customer Service;
- Five (5) years working experience in a related environment.

### **Special Conditions Associated with the Job**

- Will be required to travel to Courts island-wide;
- Airport visits.

Applications accompanied by Résumés should be submitted **no later than Thursday, 24<sup>th</sup> November, 2022 to:**

**Senior Director  
Human Resource Management and Administration  
Court Administration Division  
The Towers, 8<sup>th</sup> Floor  
25 Dominica Drive  
Kingston 5**

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**