



**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](mailto:communications@osc.gov.jm)  
WEBSITE: [www.osc.gov.jm](http://www.osc.gov.jm)

**CIRCULAR No. 471**  
**OSC Ref. C. 4664<sup>15</sup>**

**4<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/fill the following posts in the **Accountant General's Department (AGD)**:

1. **Human Resource Development Officer (GMG/AM 4) (Not Vacant)**, salary range \$1,467,234 - \$1,744,080 per annum and any allowance(s) attached to the post.
2. **Executive Secretary 1 (OPS/SS 4) (Not Vacant) - Executive Office**, salary range \$1,160,037 - \$1,379,871 per annum and any allowance(s) attached to the post.
3. **Executive Secretary 1 (OPS/SS 4) (Vacant) - Financial Operations Division**, salary range \$1,160,037 - \$1,379,871 per annum and any allowance(s) attached to the post.

**1. Human Resource Development Officer (GMG/AM 4)**

**Job Purpose**

Reporting to the Training and Development Manager, the Training Officer is responsible for assisting with the execution of training and development programme(s) for staff, to facilitate adequate staff capacity, best fit, competence, and high performance which supports the achievement of the strategic objectives of the Department.

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

- To assist with the implementation of Training and Development Policy and Plans in keeping with the Human Resource Policy, Staffing Orders for the Public Service and other regulations
- To participate in the review of the AGD's Competency Framework (staff core and technical competencies)
- To participate in the conduct of Training Needs Assessment and identification of competency/skill gaps for required intervention, in collaboration with the respective Heads of Divisions and Units, and Supervisors
- To assist in the development, implementation and review of Training and Development initiatives that are in alignment with the strategic objectives of the AGD – to include orientation (policies, procedures, and regulations), technical training, train-the-trainer, change management, etc.
- To participate in the development, execution, monitoring and evaluation of the AGD's Succession Plan and prepares progress reports
- To provide administrative support for training and development initiatives
- To maintain the relevant database to include current employee qualification and training information.

**Key Responsibilities**

**Technical:**

- Participates in the development/review and execution of the Annual Staff Training and Development Plan and Programmes, Succession Plan and Change Management Plan to build capacity of employees in key competencies, in alignment with, and in support of the achievement of the Strategic Objectives of the Department;
- Participates in and facilitates the conduct of training and development needs assessment as required, including the identification of skills/competencies gaps – to inform development of T&D Plan and Programmes;
- Participates in the development of training and development initiatives in accordance with Human Resource Management strategy and Change Management plans;
- Co-ordinates the requisite Performance Management and Appraisal System (PMAS) training for management and staff;

- Co-ordinates the design, development and delivery of training interventions for select individuals and groups in accordance with approved plans;
- Assists in the assessment and recommendation of internal and external T&D courses/programmes for the development of an approved listing of training and development providers;
- Assists with the co-ordination, design, preparation and conduct of Training Impact Evaluations to measure transfer of learning and the effectiveness of the training programmes;
- Co-ordinates on-the-job learning interventions;
- Participates in the establishment of methods for measuring transfer of learning;
- Maintains training and development records;
- Provides administrative support for the processing of training and development benefits such as scholarships, Study Leave etc.;
- Maintains training materials database;
- Prepares training and development reports;
- Monitors the use of training equipment and supplies;
- Assists in updating the Training and Development Standard Operating Procedures Manual;
- Assists with the preparation of the Training and Development Plan and Budget;
- Maintains effective working relations with external and internal stakeholders, including Training Institutions and clients, ensuring that the Division provides a consistently high level of service;
- Performs any other related duties that may be assigned from time to time.

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

- **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
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations
- **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
- **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 are met in a consistent, effective and efficient manner.
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors 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.
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions.
- **Collaboration and Teamwork:** The ability to be a collaborative and an inspiring professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals
- **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
- Ability to work effectively under pressure

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

- Qualification and Training:**
  - A Bachelor's Degree from a recognized institution in the disciplines of Human Resources Management; Human Resources Development or equivalent.

**Desirable:**

- Evidence of continuing professional development in Human Resources Management;
- Formal training in Adult Instruction/Facilitation.

**b. Essential Experience and Knowledge:**

- Four (4) years of experience in Human Resource Management, with at least two (2) years in a similar or related capacity.

**2. Executive Secretary 1 (OPS/SS 4)****Job Purpose**

Reporting to the Accountant General, the Executive Secretary 1 is responsible for providing high-level administrative support to the Accountant General and the office of the Accountant General, by conducting research, preparing reports, handling information requests, preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. The incumbent is also required to train and supervise lower-level clerical staff.

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

- To conduct research, prepare reports, and fulfill information requests
- To carry out administrative functions including scheduling of meetings and appointments
- To coordinate the maintenance of stationery supplies and office equipment.

**Key Responsibilities*****Technical:***

- Reads and analyzes incoming memos, submissions and reports in order to determine their significance and plan their distribution;
- Opens, sorts, and distributes incoming correspondence, including facsimile and email;
- Answers the telephone, screens callers, and takes and relays messages;
- Receives, greets and directs visitors;
- Prepares responses to correspondence containing routine inquiries;
- Arranges for the dispatch of outgoing mail;
- Orders and manages office supplies for the office of the Accountant General, and maintains all associated records;
- Responds to requests, inquiries and complaints from staff, other Departments, Organizations and the general public; refers persons to the relevant authorities as deemed necessary, and follows through on the resolution of issues;
- Prepares reports, memos, letters, and other documents, using Word Processing, Spread Sheet, Database and/or presentation software;
- Maintains Records Management Systems, including filing, retrieval, retention, storage, compilation, coding, updating and destruction of corporate documents, records and reports;
- Manages and maintains the Accountant General's schedule;
- Prepares agendas and makes arrangements for committee, board, and other meetings attended by the Accountant General as required;
- Assists in the Organization of events and activities by scheduling rooms, issuing information, and coordinating speakers/participants;
- Prepares and co-ordinates activities for annual Senior Management Retreats and special meetings;
- Makes travel and accommodation arrangements for the Accountant General as required;
- Researches and analyzes data and prepares draft reports on routine administrative matters or other informational materials required;
- Prepares special and recurring departmental reports by gathering, compiling and typing data from various sources ;
- Co-ordinates the flow of paperwork, including periodic and special reports between the Accountant General's office and the various Divisions;
- Attends meetings in order to record Minutes;
- Compiles, transcribes and distributes Minutes of meetings and action sheets;
- Provides administrative support to AGD's Committee Meetings.

***Strategic Leadership:***

- Assists with the preparation of the Department's Annual Budget and Strategic Plan;
- Sets up and oversees administrative policies and procedures for the Office of the Accountant General;

- Leads in the smooth and efficient operation of the Department through the management of daily operations;
- Reviews operating practices and procedures in order to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditure;
- Establishes and implements systems for reporting of work done against stated and agreed Work Plans;
- Establishes internal control processes.

***Human Resource Management:***

- Ensures that the Office of the Accountant General has sufficient and appropriate physical resources to enable staff 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 and selection of clerical staff;
- Recommends transfer, promotion, termination and leave in accordance with established Human Resource Policies and Procedures;
- Ensures the identification of skills gaps and collaborates with the Training and Development Manager to develop and implement Staff Development and Succession Plans for the office of the Accountant General to ensure adequate staff capacity;
- Monitors performance of the office of the Accountant General and staff against the Operational and Work Plans;
- Ensures job specific and environmental factors are monitored and health and safety policies are implemented and promoted; and that workplace hazards are mitigated and minimized;
- Ensures effective and objective staff Performance Management, and timely and accurate completion of the staff appraisal process;
- Ensures the welfare of staff are clearly identified and addressed;
- Performs any other related duties that may be assigned from time to time.

**Required Knowledge, Skills and Competencies**

***Core:***

- Good oral and written communication skills
- Good problem-solving and analytical skills
- Customer Focus
- Results Focus
- Integrity

***Technical:***

- Good planning and organizing skills
- Records Management
- Business Writing
- Knowledge of Legislation, Policies and Procedures

**Minimum Required Qualification and Experience**

**a. Qualification and Training:**

- Diploma in Administrative Management - (Management Institute for National Development;
- Certificate in Administrative Management – Level 3 (MIND).

***Desirable:***

- Certified Professional Secretary Diploma;
- Associate Degree in Social Science;
- Typing 50 – 60 wpm; Shorthand at 120wpm;
- Ability to use all typical office machines;
- Proficiency with Microsoft Office Suite;
- Knowledge of Corporate Services operations in the Public Sector.

**b. Essential Experience and Knowledge:**

- Three (3) years working experience in an administrative position OR at least five (5) years secretarial experience.

**Special Conditions Associated with the Job**

**Physical Demands** - Pressured working conditions with numerous critical deadlines.

### 3. **Executive Secretary 1 (OPS/SS 4)**

#### **Job Purpose**

Reporting to the Deputy Accountant General, Financial Operations, the Executive Secretary is responsible for providing high-level administrative support to the Deputy Accountant General and the Division, by conducting research, preparing reports, handling information requests, and preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings.

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

- To conduct research, prepare reports, and fulfill information requests
- To perform administrative functions including scheduling of meetings and appointments
- To co-ordinate the maintenance of stationery supplies and office equipment;
- To co-ordinate reports from the Reporting Unit.

#### **Key Responsibilities**

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

- Reads and analyses incoming memoranda, submissions and reports in order to determine their significance and plan their distribution;
- Opens, sorts, and distributes incoming correspondence, including facsimile and email;
- Answers the telephone, screens callers, and takes and relays messages;
- Receives, greets and directs visitors;
- Prepares responses to correspondence containing routine inquiries;
- Arranges for the dispatch of outgoing mail;
- Orders and manages office supplies for the office of the Deputy Accountant General, and the Division, and maintains all associated records;
- Responds to requests, inquiries and complaints from staff, other Departments, Organizations and the general public; refers persons to the relevant authorities as deemed necessary, and follows through on the resolution of issues;
- Prepares reports, memoranda, letters, and other documents, using Word Processing, Spread Sheet, Database and/or presentation software;
- Maintains Records Management Systems, including filing, retrieval, retention, storage, compilation, coding, updating and destruction of corporate documents, reports and other records;
- Liaises with the Executive Secretary to the Accountant General, and manages and maintains the Deputy Accountant General's schedule;
- Prepares agendas and makes arrangements for committee, and other meetings attended by the Deputy Accountant General;
- Assists in the Organization of events and activities by scheduling rooms, issuing information, and co-ordinating speakers/participants;
- Makes travel and accommodation arrangements for the Deputy Accountant General;
- Researches and analyzes data and prepares draft reports on routine administrative matters or other informational materials required;
- Prepares special and recurring Divisional Reports by gathering, compiling and typing data from various sources;
- Co-ordinates the flow of paperwork, including periodic and special reports between the Deputy Accountant General's Office, the AG's Office, and the various Divisions;
- Attends meetings in order to record Minutes;
- Compiles, transcribes and distributes Minutes of meetings;
- Assists with the preparation of the Division's Annual Budget and Strategic Plan;
- Sets up and oversees administrative policies and procedures for the office of the Deputy Accountant General and the Division;
- Assists in the smooth and efficient operation of the Division through the management of daily administrative operations;
- Reviews administrative operating practices and procedures in order to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditure;
- Establishes and implements systems for reporting of work done against stated and agreed Work Plans;
- Establishes and maintains internal control processes;
- Deputizes for the Executive Secretary for the Accountant General in their absence;
- Provides administrative support to AGD's Committee Meetings;
- Performs any other related duties that may be assigned from time to time.

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

#### **Core:**

- Good oral and written communication skills
- Good problem-solving and analytical skills
- Customer focus
- Results focus
- Integrity

#### **Technical:**

- Good planning and organizing skills
- Records Management
- Business Writing
- Knowledge of Legislation, Policies and Procedures

### **Minimum Required Education and Experience**

#### **a. Qualification and Training:**

- Diploma in Administrative Management.

#### **Desirable:**

- Associate Degree in Social Science, OR equivalent;
- Certified Professional Secretary Diploma.
- Typing 50 – 60 wpm; Shorthand at 120wpm
- Ability to use all typical office machines
- Proficiency with Microsoft Office Suite
- Knowledge of Corporate Services operations in the Public Sector

#### **b. Essential Experience and Knowledge:**

- Three (3) years working experience in an administrative position OR at least five (5) years secretarial experience.

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

**Physical Demands** - Pressured working conditions with numerous critical deadlines.

Applications accompanied by résumés should be submitted **no later than Thursday, 17<sup>th</sup> November, 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.jm](mailto:careers@treasury.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**