



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
WEBSITE: www.osc.gov.jm

CIRCULAR No. 135
OSC Ref. C. 6528¹²

21st March, 2023

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 following posts in the **Office of the Information Commissioner**:

- 1. Director, Complaints Resolution and Compliance (GMG/SEG 5) (Contract) - Complaints Resolution and Compliance Branch, Salary range \$6,028,127 - \$8,107,161 per annum.**
- 2. Strategic Planning and Monitoring Manager (GMG/SEG 3) (Vacant) - Human Resource Branch, Salary range \$4,060,697 - \$5,461,186 per annum.**
- 3. Procurement Manager (GMG/SEG 1) (Vacant) - Procurement Branch, Salary range \$2,735,387 - \$3,678,791 per annum.**
- 4. Human Resource Assistant (GMG/SEG 1) (Vacant) - Human Resource Branch, Salary range \$2,735,387 - \$3,678,791 per annum.**
- 5. Compliance Officer (GMG/SEG 1) (Vacant) - Complaints Resolution and Compliance Branch, Salary range \$2,735,387 - \$3,678,791 per annum.**

1. Director, Complaints Resolution and Compliance (GMG/SEG 5)

Job Purpose

The Director, Complaints Resolution and Compliance will be required to establish and maintain systems for receiving complaints, directing investigations, and ensuring compliance with data protection laws. The incumbent is also to determine whether a complaint justifies a criminal or disciplinary charge or may be informally resolved.

Key Responsibilities

Technical/Professional:

- Manages the Complaints Resolution and Compliance Branch of the Office of the Information Commissioner (OIC);
- Determines whether complaints justify criminal or disciplinary charge;
- Develops and maintains Complaints Register;
- Tracks complaints and provides advice to the Deputy Commissioner on any gaps in the legislative provision;
- Develops mechanisms to improve compliance with legislation and regulations;
- Participates in Public Education events to improve understanding of compliance requirements;
- Provides support/information to the Legal Officer in the preparation of legal advice to the OIC;
- Manages the process by which complaints are received;
- Supervises the investigation of complaints;
- Records complaints under prescribed form and furnishing a copy to the complainant;
- Causes an investigation into complaints to be made forthwith;
- Reports on investigative findings with recommendations for further actions;
- Conducts informal hearings pursuant to the statute;
- Maintains a Register of complaints and their resolutions;
- Provides statistical data as required from time to time;
- Guides the research programme required for the review and reform of relevant laws being the responsibility of the Commission;
- Provides advice and assistance in the preparation of reports by the Commissioner;
- Identifies trends based on data emanating from the investigation that will require legislation to address emerging issues;
- Ensures the Annual Budget of the Branch is prepared in accordance with relevant guidelines;

- Reviews and assesses the output of the Branch against Corporate/Operational Plans and makes recommendations for adjustments where changes are indicated;
- Establishes and maintains systems for making complaints and conducting investigations.

Management/Administrative:

- Directs and co-ordinates the activities of the Complaints Resolution and Compliance Branch;
- Provides guidance and advice on matters relating to the work of the Branch;
- Prepares reports on investigations as required by statute;
- Supports the creation of effective teamwork in order to achieve the Branch's objectives and targets;
- Supports the establishment of processes, systems, and controls within the Branch to enable achievement of its objectives effectively and efficiently.

Human Resource Management:

- Ensures training and other development needs of employees are adequately identified and addressed;
- Participates in the recruitment of staff for the Branch;
- Approves Vacation Leave for staff in the Branch in keeping with established Human Resource policies;
- Recommends/administers disciplinary action in keeping with established Human Resource policies.

Required Knowledge, Skills, and Competencies

Core/Technical

- Good oral and written communication
- Good customer and quality focus
- Good teamwork and co-operation
- Good interpersonal skills
- Compliance and integrity
- Change management
- Strategic vision and analytical thinking skills
- Good problem-solving and decision-making skills
- Good planning and organizing skills
- Good negotiating skills
- Good leadership and people management skills
- Excellent knowledge of relevant Legislation, Regulations and Policies
- Knowledge of Risk Management

Minimum Required Qualification and Experience

- Post graduate Degree in Management Studies, Public Administration, Law, Information Technology or related field;
- Attorney-at-Law or Certification in investigative methods from an accredited institution or Police Force;
- Eight (8) years working experience with four (4) years at a managerial level.

Special Conditions Associated with the Job

- Extended hours may be required to meet project deadlines;
- Ability to travel overseas and locally on work related business;
- Ability to work under pressure.

2. Strategic Planning and Monitoring Manager (GMG/SEG 3)

Job Purpose

The Strategic Planning and Monitoring Manager will be required to co-ordinate the preparation, monitoring and evaluation of strategic and operational management tools. The Manager will promote the standardized use of the instruments and establishing, in coordination with the Information Commissioner and the Deputy Commissioner, objectives and performance indicators to be achieved.

Key Responsibilities

Technical/Professional:

- Directs and co-ordinates the Comprehensive Strategic Planning process, and other planning processes;
- Designs Corporate Planning, monitoring and related processes and procedures in consultation with the Commissioner and other Senior Staff;
- Issues Corporate Planning guidelines to OIC Directors and Senior Officials;
- Plans, administers and co-ordinates multiple, special project/assignments;
- Organizes and employs resources to achieve project objectives;
- Prepares and monitors Unit and Project Budgets;
- Organizes and administers research studies;
- Conducts, analyzes and prepares reports and recommendations regarding the OIC's planning, monitoring and evaluation process;
- Prepares and makes presentations to Decision-Makers and the Public;
- Researches and responds to requests for information;
- Co-ordinates the entity's Strategic Reviews;
- Prepares the Annual Performance Report of the OIC.

Management/Administrative:

- Directs and co-ordinates the activities of the Strategic Planning Unit;
- Supports the creation of effective teamwork in order to achieve the Unit's objectives and targets;
- Supports the establishment of processes, systems, and controls within the Unit to enable achievement of its objectives effectively and efficiently.

Human Resource Management:

- Ensures that direct reports comply with the policies and procedures of the Unit and the OIC;
- Provides leadership to direct reports through example and sharing of knowledge and skill in areas of professional expertise;
- Provides guidance/advice to direct reports to ensure that clear goals and objectives are established and adhered to;
- Manages the Performance Management Process in relation to direct reports by preparing performance appraisals and recommending training and other developmental programmes;
- Recommends leave and staffing arrangements in keeping with Human Resource policies and procedures.

Required Knowledge, Skills and Competencies

- Excellent leadership, networking and relationship-building skills and ability to function as a team player, and to work harmoniously with a diverse group of people at various levels externally and internally
- Excellent knowledge of Public Relations and Communication Strategies
- Excellent Customer Relations skills; ensures customer satisfaction
- Excellent Media Relations skills
- Sound knowledge of Government Communication Policies and Protocols
- Excellent integrity/ethics exercised in the performance of duties
- Demonstrates initiative and creativity
- Expresses ideas effectively and organizes and delivers information appropriately
- Plans and organizes tasks and work responsibilities to achieve objectives
- Proficient in the use of computer applications

Minimum Required Qualification and Experience

- M.Sc. in Public Policy, Business Administration, Public Sector Management, Economics or related field;
- Specialized training in Planning and/or Project Management;
- Five (5) years' experience in Corporate Planning;
- Five (5) years' experience at the middle management level.

Special Conditions Associated with the Job

- Extended hours may be required to meet deadlines;
- Ability to travel overseas and locally on work related business;
- Ability to work under pressure.

3. Procurement Manager (GMG/SEG 1)

Job Purpose

The incumbent will support the operational requirements and manage the procurement process and the supply base efficiently and effectively by developing integrated purchasing strategies that support the organizational strategies, goals, and objectives.

Key Responsibilities

Management/Administrative:

- Prepares Procurement Plan;
- Recommends a procurement and selection framework and define tender procedures;
- Manages the entire Procurement Process from the Request For Information (RFI), Requests For Proposal (RFP) to the selection process except the adjudication and award of contract;
- Supports the functioning of the Procurement Committee, implements its decisions, and act as a Secretariat to the Committee;
- Checks and prepares the Terms Of Reference (TORs);
- Prepares tendering documents;
- Prepares advertisements of tender opportunities;
- Collaborates with the Legal Services Division in the preparation of contract documents;
- Issues approved contract documents;
- Maintains and archives records of the procurement and selection process;
- Maintains a List of all Register contracts awarded;
- Prepares Monthly Reports for the Deputy Commissioner;
- Prepares and submits to the Management Meeting Quarterly Reports on the implementation of the Annual Procurement Plan;
- Co-ordinates the procurement and selection activities of all the Divisions, Branches and other areas and of the procuring entity;
- Prepares other reports as may be required from time-to-time;
- Instructs and controls the processes of acquisition of goods and services, actively participating in the preparation of the specifications for public procurements.

Required Knowledge, Skills, and Competencies

Core/Technical

- Good oral and written communication
- Good customer and quality focus
- Good strategic vision
- Good Analytical thinking
- Good problem-solving and decision making skills
- Teamwork and co-operation
- Impact and influence
- Ability to use own initiative
- Good planning and organizing skills
- Goal/result oriented
- Good leadership skills
- Integrity
- Compliance
- Good interpersonal skills
- Change management
- Excellent knowledge of Government Procurement Policy
- Good knowledge of Contract Management
- Knowledge of FAA Act, Staff Orders and acts related to Statutory Bodies and Government Companies

Minimum Required Qualification and Experience

- Bachelor's Degree in Business Administration or related discipline;
- Three (3) years relevant experience.

4. Human Resource Assistant (GMG/SEG 1)

Job Purpose

To provide support to the Human Resource Branch of the OIC and to perform accurate and timely data entry into the IT support system.

Key Responsibilities

- Provides technical support to the various integrated Human Resource Management Systems to support the achievement of the objectives and activities to be carried out at the OIC;
- Responsible for Benefits, On Boarding, and Employee Relations;
- Validate and ensures complete information is obtained before entering data into the IT System;
- Assists employees with questions regarding Benefits, HR processes and locating necessary information;
- Supports technically Managers in the Performance Appraisal process;
- Collaborates in the formulation of proposals for policies and plans for the development of Human Resources and ensures the carrying out of studies on the impact of strategic decisions of the OIC and organizational changes on Human Resources;
- Intervenes technically in the process of recruiting and selecting employees, co-ordinating the work of any external consultant involved in this activity;
- Provides overall support to the HR Branch for special projects, maintenance of data and files and other clerical duties;
- Monitors the ordering and use of supplies within the HR Branch to ensure effective use of resources;
- Prepares the training needs diagnosis, the training budget, the annual training plan and the impact assessment of the training, coordinating the work of trainers and external entities involved in the implementation of the training;
- Ensures the entire logistical process necessary for the participation of workers in training or other events / meetings, as well as the registration of participation in training actions;
- Intervenes technically in the management of careers, talents, mobility and the execution of Succession Plans, participating in the performance of job descriptions and evaluations;
- Collaborates in issuing opinions on proposals for promotion, progression, reclassification and transfer of personnel;
- Intervenes in the technical management of remunerations, in connection with career plans, job evaluation and performance evaluation and improvement as regards performance variable remuneration.

Required Knowledge, Skills, and Competencies

Core/Technical:

- Good oral and written communication skills
- Customer and quality focus
- Strategic vision
- Analytical thinking
- Good problem-solving and decision making skills
- Teamwork and co-operation
- Impact and influence
- Ability to use own initiative
- Good planning and organizing skills
- Goal/result oriented
- Good leadership skills
- Integrity
- Compliance
- Good interpersonal skills
- Change management
- Excellent knowledge of Government Administration Systems, Labour Laws and Industrial Relations practices, Staff Orders, Public Service Regulations, and other policies of Government that governs HRM and Administration.

Minimum Required Qualification and Experience

- Bachelor's Degree in Human Resources, Public Administration, Business Administration, or a related field;
- Three (3) years' relevant experience.

Special Conditions Associated with the Job

- May be required to work beyond regular working hours;
- Spend long hours sitting and using office equipment, computers and attending sessions.

5. Compliance Officer (GMG/SEG 1)

Job Purpose

Ensure proactive compliance by Public and Private entities (data controllers) with the Data Protection Act, code of practices and respective eight (8) data protection standards for processing personal data, as well as with legal and regulatory regimes in place to ensure an adequate level of protection of individuals, access to information and any regulation of the OIC taken in the exercise of its powers as a corporate body of the Sector.

Key Responsibilities

- Works in close collaboration with the Legal Services Division and the Information Systems Branch;
- Sets up an annual Inspection Plan to be carried out by the Complaints Resolution and Compliance Division;
- Verifies data controllers' compliance with specific requirements, including the provision of registration particulars as stated in the Data Protection Act when processing personal data, included in the OIC Register of persons; the payment of respective annual fee; the appointment of a Data Protection Officer (DPO) and the provision of relevant contact information;
- Verifies Data Protection Impact Assessment Report from data controllers every year in respect of all data in the custody or control of the Data Controller and issues directions and recommendations necessary to secure compliance with the Data Protection Act;
- Prepares and ensures the execution of its specific Inspection Plan and monitor and collaborates in the implementation of actions included in the Complaints Resolution Inspection Plan;
- Integrates and ensures, in articulation with other Departments, the establishment of multidisciplinary Teams of Specialists to oversee the compliance by public and private entities (data controllers) with the Data Protection Act, code of practices and respective eight (8) data protection standards for processing personal data within the framework of their attributions; and co-ordinate the execution of corresponding actions;
- Co-operates with external entities, in search processes or in matters requiring specific technical knowledge of data protection, data privacy, security, encryption, Internet Networks and cloud computing;
- Carries out statistical treatment of the results of the monitoring of the Data Protection Act and Access to Information Act compliance by entities in order to identify the needs for specific or additional regulatory measures;
- Analyzes the activities of entities/data controllers, as well as assesses the integrity and reliability of information produced and disseminated;
- Conducts audits and inquiries ordered by the Commissioner;
- Informs and issue technical advice on actions or situations that involve matters within its attributions.

Required Knowledge, Skills and Competencies

Core/Technical:

- Good oral and written communication skills
- Customer and quality focus
- Strategic vision
- Analytical thinking
- Good problem-solving and decision making skills
- Teamwork and co-operation
- Impact and influence
- Ability to use own initiative
- Good planning and organizing skills
- Goal/result oriented
- Good leadership skills
- Integrity
- Compliance
- Good interpersonal skills
- Excellent knowledge of relevant Legislation, Regulations and Policies

Minimum Required Qualification and Experience

- Bachelor's Degree in a related field;
- Three (3) years' experience in investigations, regulation, policy, statutory, and/or contract compliance, either in a dispute resolution service or in-house complaints resolution or legal department, to include demonstrated leadership;
- Familiarity with operational, financial, quality assurance, and human resource procedures and regulations;
- Relevant experience in a compliance handling environment utilizing compliance methods
- ICT industry experience is desirable.

Special Conditions Associated with the Job

- May be required to work beyond normal working hours;
- Spend long hours sitting and using office equipment, computers and attending sessions.

Applications accompanied by résumés should be submitted **no later than Monday, 3rd April, 2023 to:**

**Information Commissioner
Office of the Information Commissioner
1st Floor, PCJ Building
36 Trafalgar Road,
Kingston 10**

Email: hr@oic.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**