



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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### **CIRCULAR No. 134**

**OSC Ref. C.5851<sup>19</sup>**

**21<sup>st</sup> 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 **vacant posts** in the **Ministry of Education and Youth**:

1. **Senior Quality Assurance Analyst (SOG/ST 7)**, salary range \$4,060,697 - \$5,461,186 per annum.
2. **Research Officer (SOG/ST 6)**, salary range \$4,060,697 - \$5,461,186 per annum.

### **1. Senior Quality Assurance Analyst (SOG/ST 7)**

#### **Job Purpose**

Under the general direction of the Assistant Chief Education Officer (ACEO), Policy Implementation and Quality Assurance, the Senior Quality Assurance Analyst is responsible for creating and maintaining a framework for establishing and monitoring quality standards against agreed targets for the Schools Improvement Branch to ensure results and outcomes that support the achievement of the strategic goals and objectives of the Education Sector.

#### **Key Responsibilities**

##### ***Technical/Professional:***

- Develops the Division's Strategic Plan into quality assurance priorities/plans, inclusive of objectives, strategies, policies, procedures, measures and standards for school improvement across the Educational Sector;
- Collaborates with the Schools Performance Monitoring and Evaluation Section staff in the provision of technical support and advice to the schools in:
  - ✓ Developing and implementing a quality assurance framework for the management, evaluation, review and reporting on School Plans and Programmes;
  - ✓ Determining relevant and appropriate quality management standards and targets
  - ✓ Establishing systems and procedures to monitor and audit adherence to quality standards;
  - ✓ Developing, reviewing and updating Manuals and Guides to define and document process standards, policies and procedures;
- Provides technical advice and guidance concerning quality assurance and enhancement policies, procedures and processes for Schools/Education Sector;
- Manages the process for the development, implementation and updating of a system-wide Quality Policy and Procedure Manual establishing and defining roles and responsibilities, performance related criteria and the main inputs, processes and outputs of key events related to the Schools Improvement Plan;
- Collaborates with the ICT Division, Data Processing Officer and the Section Head on the design of the IT infrastructure and database required to support the Ministry's QPM System and in ensuring the implementation of data privacy, data security, and backup protocols;
- Collaborates with ICT and M&E staff in enabling schools to utilize Information Technology by effectively and efficiently managing, monitoring and improving QPM systems;
- Collaborates with the Statistician in collecting and analyzing data and information for the monitoring and evaluation of quality assurance and enhancement activities so as to ensure ongoing compliance with relevant standards, including those of the International Standards Organization (ISO) and statutory and regulatory requirements;
- Ensures quality and risk management objectives and systems are consistently applied across the educational entities, by conducting compliance checks and reporting on system effectiveness and compliance;
- Co-ordinates the data collection process so as to ensure data collected is credible, user friendly, accessible and aids and facilitates development and refinement of Divisional policies and plans and the monitoring and achievement of outputs, outcomes and impacts;
- Identifies, quantifies risks and develops Contingency Plans to deal with the mitigation strategies;

- Co-ordinates and manages the Quality Control process including inspection and audit processes so as to ensure quality standards and targets are being met;
- Prepares Quarterly, Annual and Special Reports and documentation by collecting, collating analyzing and summarizing data, information and trends on the performance of schools and quality management systems, in accordance with approved format, guidelines and timelines;
- Prepares periodic and special quality assurance related reports and documentation by collecting, collating analyzing and summarizing data, information and trends on the performance of schools and quality management systems;
- Ensures findings and recommendations arising out of quality assurance activities, and lessons learnt, are shared with schools so as to facilitate day-to-day management decision-making, forward planning and corrective action;
- Evaluates Audit findings and ensures implementation and tracking of appropriate corrective actions;
- Adopts a proactive approach to quality assurance activities by undertaking research, surveys and focus groups as a basis for informing service improvements and identifying models of best practice and disseminating them across Regions, so as to develop a high performance culture;
- Performs other related duties and responsibilities as may be determined by the ACEO – Policy Implementation and Quality Assurance Section.

***Management/Administrative:***

- Maintains and updates job knowledge by studying trends and developments in quality management; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations;
- Develops, implements, monitors and reports on the Section's Plans and Programmes ensuring they are aligned with and supports Divisional Plans;
- Ensures a database of quality management related information, electronic and paper, is established/maintained that facilitates the efficient and effective delivery of services, privacy, easy retrieval, safe custody and an Audit Trail;
- Collaborates with and builds relationships and networks with Stakeholders internally and across the Public and Private Sectors, to support and inform quality assurance initiatives;
- Keeps the Assistant Chief Education Officer advised and updated on key areas of responsibility, progress of work against objectives, targets, variances and risks that may arise, by collecting, analysing, summarizing and reporting on information and trends and making recommendations;
- Ensures reports are thorough and insightful; analysis/conclusions/recommendations are sound and are prepared and submitted in a timely manner;
- Ensures performance of staff is managed on an ongoing and timely basis by establishing performance objectives, monitoring and evaluating performance, providing feedback and initiating corrective action;
- Chairs and participates in quality assurance working groups and committees and represents the Ministry at various quality related meetings, conferences, and other fora.

***Human Resource:***

- Provides leadership to staff through effective objective/goal setting, delegation, and communication;
- Fosters teamwork, a harmonious working environment and the promotion of collaborative working across Divisions/Units;
- Manages the performance of the Section and its staff, including setting performance targets, monitoring and evaluating performance, providing feedback to staff, and initiating corrective action where necessary to improve performance;
- Coaches, trains and mentors M&E staff with the aim of strengthening their technical capacity, exchanging knowledge, transferring skills and providing professional development guidance;
- Promotes the building of institutional knowledge for the Ministry by ensuring that established M&E systems and procedures are documented, disseminated and transferred through training, mentoring and coaching;
- Ensures that staff is provided with adequate and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Ensures staffs adhere to the policies, procedures, and regulations of the Ministry.

**Required Knowledge, Skills, and Competencies**

***Core:***

- Ability to communicate effectively, orally and in writing and with a wide range of people
- Well-developed planning, co-ordinating, organizing, problem solving and leadership skills
- Ability to forge effective working relationships with colleagues in partner institutions;
- Ability to oversee and influence the implementation of quality assurance processes in

collaboration with partners

- Ability to demonstrate sound judgment in decision making;
- Exhibits a passion for achieving excellence in performance outcomes and customer satisfaction
- Strategic thinker who excels at coming up with original ideas and is able to execute
- Meticulous attention to detail
- Ability to work under pressure and manage a complex and varied workload and conflicting priorities

***Technical:***

- In-depth knowledge of the Education Act, Regulations, and related policies
- In-depth knowledge of quality management principles and methodology
- Sound knowledge of research principles and data collection and analysis methodology
- Knowledge of international quality standards, trends, and best practices
- Ability to organize, manipulate and synthesize a wide range of complex qualitative and quantitative information/data to produce quality Briefs and Reports
- Knowledge of auditing principles and methods
- Proficiency in Microsoft Office Suite and database management systems such as Access and Excel

**Minimum Required Qualification and Experience**

- Master's Degree in Quality Management or Business/Public/Educational Administration or relevant social science discipline;
- Five (5) years of proven experience in Quality Assurance Management, with at least three (3) years at a supervisory/management level.

**OR**

- Bachelor's Degree in Quality Management, Business Studies, Public Administration or relevant discipline
- Eight (8) years of proven experience in quality assurance management, including three (3) years at a supervisory/management level;
- Proven experience in organizing, manipulating, and synthesizing a wide range of complex qualitative and quantitative information/data to produce quality Briefs and Reports.

**Special Conditions Associated with the Job**

- Required to work beyond and outside normal working hours in meeting deadlines;
- Required to possess a valid Driver's License and a reliable motor vehicle;
- Required to travel to locally and international to conferences/meetings/workshops and to conduct local site visits.

**2. Research Officer (SOG/ST 6)**

**Job Purpose**

Under the general direction of the Senior Quality Assurance Analyst, the Research Officer is responsible for providing research support to include data analysis and collating, preparing appropriate reports, briefs, documents containing evidence-based assessments, relevant advice, and recommendations in support of the work of the Policy Implementation and Quality Assurance Section.

**Key Responsibilities**

***Technical/Professional:***

- Provides technical advice on formative research (qualitative and quantitative) in support of the identification and analysis of issues, challenges and opportunities in the schools;
- Provides technical support in the design and development of research and analysis in order to identify issues that will inform the formulation of policies, programmes and intervention for a quality assurance framework;
- Undertakes research within Regions to obtain data, status and relevant information to inform school interventions and the development of relevant programmes;
- Co-ordinates and supports finalization of quantitative and qualitative data, and the use of Student Achievement Data to improve school outcomes;
- Undertakes the compilation, analysis and consolidation of cross-regional data that will inform programme and/or activity adjustment where necessary;

- Collaborates in the development of data collection tools, tracking log frame indicators, undertaking monitoring, evaluation, and analysing their data and information, and consolidating information for reporting and tracking progress on programmes and projects;
- Provides comparative data analysis of regional and international statistics, by creating Annual Reports and Publications;
- Provides technical support to enable knowledge transfer and management of data collection and analysis of status and issues;
- Develops key performance indicators and means of assessment against these indicators;
- Develops and/or adapt practical monitoring and reporting tools for analysis of data;
- Conducts periodic data verification exercises to ensure overall quality and accuracy of data being captured;
- Assists in the development, implementation and monitoring of the Division's Corporate/Operational Plans and Annual Budget;
- Attends meetings and represents the Ministry at conferences, seminars and other fora as required;
- Conducts Stakeholder Analysis to assist in the development of a Communication Plan that will drive the communication between the Regions and their key stakeholders;
- Represents the Section at meetings/conferences/workshops as required;
- Undertakes any other related duties as may be requested from time to time.

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

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

- Ability to exercise good judgment and discretion in decision-making
- Excellent planning and organizing and time management skills
- Results and goals oriented
- Excellent research and analytical skills
- Excellent oral and written communication skills
- Excellent interpersonal and customer service
- Keen attention to detail and critical thinking

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

- Sound knowledge of research, policy design and reporting
- Sound knowledge of interpreting, analysing qualitative and quantitative statistics, as well as presenting statistical data
- Knowledge of programme/ project development and management skills
- Proficiency in use of Microsoft Office Suite and other relevant computer applications and systems.

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

- Bachelor of Science Degree in Social Sciences or equivalent qualifications;
- Two (2) years' experience in the field of Research.

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

- Required to travel extensively;
- Required to work beyond normal working hours at times in order to meet deadlines;
- Required to be the holder of a valid Driver's License and a reliable motor vehicle.

Applications accompanied by Résumés should be submitted **no later than Monday, 3<sup>rd</sup> April, 2023 to:**

**Director, Human Resource Management  
Ministry of Education and Youth  
2- 4 National Heroes Circle  
Kingston 4**

Email: [jobapplications@moey.gov.jm](mailto:jobapplications@moey.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.**

A handwritten signature in black ink, appearing to be 'Merle I. Tam', with a long, sweeping horizontal stroke extending to the right.

**Merle I. Tam (Mrs.)  
for Chief Personnel Officer**