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**CIRCULAR No. 230**  
**OSC Ref. C.4515/S3<sup>2</sup>**

**26<sup>th</sup> May, 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 be assigned to/fill the following posts in the **Court Administration Division, Supreme Court**:

1. **Director, Client Service, Communication and Information (GMG/SEG 4) for a period of two (2) years (Not Vacant) – Client Services, Communication and Information Unit**, salary range \$5,597,715 - \$7,528,305 per annum.
2. **Court Administrator (GMG/CAS 1) (Vacant) - Traffic Court**, salary range \$3,770,761 - \$5,071,254 per annum.

1. **Director, Client Service, Communication and Information (GMG/SEG 4)**

**Job Purpose**

Under the direct supervision of the Director of Court Administration, the incumbent is responsible for managing the Communication, Information, Client Services, Protocol, Records and Access to Information of the Court Administration Division, provides policy advice and to direct, monitor and evaluate the implementation of the Government's policies and to facilitate a cross-section of oral consultation and co-ordination on strategic matters related to Court Administration.

**Key Responsibilities**

***Management/Administrative:***

- Develops and monitors the implementation of the Division's Operational and Unit Plans;
- Makes input to Annual Budget in an efficient, effective and economical manner in accordance with the relevant policies and legislation;
- Develops/reviews and implements operational systems and procedures to guide the activities of the Division;
- Collaborates with Human Resources Management and Administration Division, develops and implements a Succession Planning Programme to ensure continuity of skills and competencies in the Division and personal development and career advancement of employees;
- Establishes and maintains systems/programmes to foster a culture of "service and team work" within the Division;
- Prepares and submits activity/performance and other reports as requested;
- Provides guidance/advice to the Director, Court Administration on matters relating to the portfolio responsibility;
- Ensures the quality of information available to the Director, Court Administration is timely for decision-making;
- Identifies gaps in programmes and recommends changes to the Director, Court Administration.

***Technical/Professional:***

- Participates in the preparation of the Judiciary's Corporate and Operational Plans;
- Leads the development of programmes for the Division to inform the policies and plans of the Department;
- Determines in collaboration with other key personnel, where legislative changes are necessary to allow implementation of new programmes for the Division;
- Develops programmes, systems and procedures to manage complaints by external customers thereby ensuring resolution of problems;
- Designs a programme to infuse the culture of 'managing for results' in the Division in order to enhance the capacity of the Department to meet stated objectives;
- Analyzes trends in the Courts and Justice System which relate to client services, protocol, customer service and access to information and which will necessitate the need for the

development of new programmes to address issues relevant to information and matters impacting clients;

- Provides co-ordinating mechanisms for collaboration, consultation and information sharing among Ministries and Agencies to facilitate discussions as they relate to client services;
- Collaborates with experts in the Justice Sector, members of the Private Sector and other resource persons to analyze and review specific initiatives and advise the Director, Court Administration of possible implications, views and reactions before implementation;
- Leads the formulation of programmes for the Portfolio area and consistent with Ministry Paper # 56;
- Facilitates the exchange of good practice within the Courts and the wider community;
- Directs the development of key indicators to measure the performance of Customer Service, Communication and Information programmes being implemented;
- Develop new programmes within Portfolio Area which enhances the image of the Judiciary and promotes a culture of change to the wider public;
- Leads the development of mechanisms for monitoring customer feedback and measuring customer satisfaction with the quality of justice being delivered in the Courts;
- Co-ordinates the research, development and implementation of programmes, new initiatives and procedures to effectively support objectives while responding to modern communication, Information and Customer service approaches;
- Develops appropriate communication and information sharing strategies to ensure that pertinent information is shared with the media as well as the internal and external customers;
- Manages an appropriate programme for development of brochures, pamphlets and documents containing important information for dissemination to customers;
- Directs the monitoring and review of the performance of units in the Division to ensure performance targets agreed, including budget guidelines;
- Represents the organization at meetings, seminars and special committees as directed.

#### ***Human Resource Management:***

- 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 related duties that may be assigned by supervisor from time to time.

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

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

- Communicate effectively (orally and written) with all types of customers including, witnesses, victims, litigants, giving instructions
- Ability to set and meet work priorities
- Ability to think analytically and constructively
- Good team building skills
- People Management Skills
- Integrity
- Teamwork and co-operation
- Able to use initiative
- 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

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

- Good understanding of the Court system in Jamaica
- Working knowledge of programme development, management techniques, performance management and measurement; media and cultural peculiarities
- Knowledge of the principles and practices of the legislative process
- Ability to design programmes, write and effectively communicate with the print and electronic media as well as the public

- Ability to write and persuasively and present well prepared papers
- Well-developed human resource management skills
- Knowledge of Government policies and procedures
- Listen attentively, explain complex issues and give decisions on judgments clearly, concisely and promptly
- Conflict management resolution skills
- Excellent knowledge of customer service techniques

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

- Masters Level Degree in Public Administration/Public Sector Management, Mass Communication, Public Relations or related discipline;
- Specialized training in Customer Service techniques;
- Training in State Protocol;
- Training or exposure to good understanding of the Access to Information Act;
- Seven (7) years' experience in Public Administration with some emphasis the Communication and Information environment at a senior managerial level preferably in the Public Sector.

### **Special Condition Associated with the Job:**

- Travelling to the Courts island wide to deliver service within portfolio area.

## **2. Court Administrator (GMG /CAS 1)**

### **Job Purpose**

Under the direction of the Senior Parish Court Judge, the Court Administrator (GMG/CAS 1) is responsible for the general management of the Court and exercise this responsibility by overseeing and controlling all non-legal operations of the Parish Court, whilst maintaining a positive relationship with the users of the Court.

### **Key Responsibilities**

#### ***Management/Administrative:***

- Liaises with the Senior Parish Court Judge/Parish Judge, Clerks of Court and Deputy Clerk of Courts to create staff schedule for Court assignments;
- Liaises with all Government Ministries and Departments in respect of administrative and clerical matters relating to the work of the Court;
- Follows-up to ensure that documentation related to appeals are expeditiously dispatched;
- Supervises the Secretarial, Paralegal, Clerical and weekly – paid staff;
- Maintains, updates and controls all Personnel and Leave Records of all staff attached to the Court in that parish;
- Acts as mediators whenever conflict arise to promote quick and effective resolution of conflict.

#### ***Financial Control:***

- Prepares Court Budget and institutes proper control to ensure that expenditures are within budget limits;
- Supervises the Accountants in respect to their general function with specific reference to control over the collection, disbursement and lodgement of all monies coming into the Court;
- Checks Accountants' Books and Ledgers on a regular basis, or as stipulated in the Judicature (Parish Court) Act and the Rules and Forms of the Parish Court Courts;
- Maintains control over receipts and expenditures in respect of Petty Cash and other Imprests allocated to the Court;
- Monitors commitments by liaising with the Police and maintains adequate records of the commitments.

#### ***Maintenance of the Court and Office supplies and equipment:***

- Oversees works of the Maintenance Officers to ensure that the aesthetics of office areas and compounds are maintained and kept clean;
- Identifies the need for major repairs and inform CAD so that the necessary repairs can be taken;
- Obtains estimates for minor repairs to the Court facilitates and submit to CAD indicating the priority areas which require immediate repair;

- Oversees work done by providers and certifies work completed for submission to CAD;
- Makes recommendations for the purchase of office machines and equipment and ensures that they are properly maintained and serviced;
- Establishes and maintains a proper inventory of all furniture and equipment and all other items which are the property of the Court;
- Liaises with CAD to obtain office supplies for use in the Court;
- Maintains custody of and distribution of stationery and supplies to all persons in the Court

***Maintains Court Records:***

- Maintains a Schedule for retention and disposal of all records of the Court by identifying records that should be destroyed or preserved in accordance with the retention period prescribed by law;
- Institutes and maintains a proper system of cataloguing files and records for the Court in order to ensure security and ready access to information contained in those documents;
- Maintains specific records as prescribed by law, or as required for the effective monitoring of cases.

***Service offered by the Court to the Public:***

- Schedules Court visits requested by training institutions and other organizations to ensure that Court proceedings are not disrupted;
- Advises the public on the proper use of the Court facilities;
- Ensures that the relevant information is provided to the public;
- Resolves administrative problems related to the public;
- Participates in the development and implementation of customer service best practices;
- Establishes a system of communication between the Senior Parish Court Judge/Parish Judge, Clerk of Courts and the Public;
- Ensures that requests and complaints from the public are dealt with promptly.

***General Security of the Court:***

- Maintains liaison with the Officer in charge of the Parish and the Officer in charge of Police Officers assigned to the Court to ensure that adequate security is provided for the Court and its users;
- Ensures that regular security inspections of facilities are conducted;
- Maintains records of persons who are required to work outside of the normal work schedule to ensure compliance with security requirements;
- Monitors the activities of watchmen;

***Management Information:***

- Maintains and updates Court statistics in respect of filing and disposition of cases, Court Calendars and Court Records in order to submit Monthly Reports to the Court Statistician;
- Consults with the Resident Magistrate and Clerk of Courts for an annual Court fixture and submit to the Judicial Secretary and Chief Court Administrator;
- Prepares quarterly reports through the Resident Magistrates to CAD Judicial Secretary and Ministry of Justice (MOJ);
- Implements and supervises new management and Information system introduced in the Court Office.

***Human Resource Management:***

- Monitors and evaluates the performance of non-legal staff, prepares Performance Appraisals and recommends and/or initiates corrective actions where necessary to improve performance and/or attaining established personnel and/or organizational goals;
- Collaborates with Court Administration Division and the Senior Parish Court Judge/Parish Judge participates in the recruitment of staff for the Court, recommends transfers, promotions, terminations and leave in accordance with established Human Resource policies and procedures;
- Collaborates with the Senior Parish Court Judge/Parish Judge and Human Resource Division, develops and implements a Succession Planning Programme for the Court to facilitate continuity and the availability of required skills and competencies to meet the needs of the Court;
- Provides leadership and guidance to non-judicial staff through effective planning, delegation, communication, training, mentoring and coaching;
- Ensures the welfare and developmental needs of staff in the Court Office are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Resident Magistrate's Court and Judiciary Goal;
- Keeps abreast of trends and changes in planning and policy development and makes recommendations for their adoption where necessary to enhance the Ministry's Planning and Policy Development Functions;

- Performs any other related duties that may be assigned from time to time.

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

#### **Core:**

- Working knowledge of the relevant computer applications
- Excellent planning, organizing and time management skills
- Excellent oral and written communication skills
- Excellent interpersonal and customer service skills
- Strong analytical and problem solving skills
- Strong leadership and team management skills
- Strong conflict management skills
- Ability to manage own time and use initiative
- Ability to persuade and influence others
- Ability to multi-task and prioritise workload

#### **Technical:**

- Excellent knowledge of government's Human Resource policies and procedures
- Excellent knowledge of Government's Records Management practices
- Good knowledge of Government Procurement guidelines
- Good knowledge of the Judicature (Parish Court) Act
- Sound understanding of budgets and financial controls

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

- First Degree in Management Studies/Public Administration/Human Resource Management or Social Work from an accredited Institution with at least five (5) years' work experience at the management level;
- Supervisory Management Training would be an asset.

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

- Travel extensively to outstations;
- Will be required to work beyond normal working hours.

Applications accompanied by résumés should be submitted **no later than Thursday, 8<sup>th</sup> June, 2023 to:**

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

Email: [hrma@cad.gov.jm](mailto:hrma@cad.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**