



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

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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 **Strategic Human Resource Management Division, Ministry of Finance, and the Public Service (MOFPS)**:

1. **Senior Director, Strategic Workforce Planning & Improvement (GMG/SEG 5) Pay Band 11 (Vacant)**, salary range \$6,820,273 – \$9,172,509 per annum.
2. **Senior Talent Management Officer-HR Strategy & Implementation (GMG/SEG 3) Pay Band 9 (Vacant)**, salary range \$4,594,306 – \$6,178,830 per annum.
3. **Senior Talent Management Officer- Scholarships & Assistance (GMG/SEG 3) Pay Band 9 (Vacant)**, salary range \$4,594,306 – \$6,178,830 per annum.
4. **Senior Strategic Workforce Planning Officer- HR Analytics (GMG/SEG 3) Pay Band 9 (Vacant)**, salary range \$4,594,306 – \$6,178,830 per annum.
5. **Talent Management Officer- Compliance (GMG/SEG 2) Pay Band 8 (Vacant)**, salary range \$3,770,761 – \$5,071,254 per annum.
6. **Electronic Content Support (GMG/SEG 1) Pay Band 7 (Vacant post)**, salary range \$3,094,839 – \$4,162,214 per annum.
7. **Technical Co-ordinator (GMG/SEG 1) Pay Band 7 (Vacant post)**, salary range \$3,094,839 – \$4,162,214 per annum.
8. **Administrative Assistant (GMG/AM 2) Pay Band 5 (Vacant)**, salary range \$1,550,136 – \$2,084,761 per annum.
9. **Records Officer (PIDG/RIM 2) Pay Band 6 (Vacant)**, salary range \$1,550,136 – \$2,084,761 per annum.

1. Senior Director, Strategic Workforce Planning & Improvement (GMG/SEG 5)

Job Purpose

To develop policies and programmes for ensuring that the public sector is staffed with workers that are equipped with the skills and competencies necessary to effectively and efficiently perform present and emerging jobs; research maintain and analyze relevant job related data for employment planning, Human Resource Development, and knowledge/information management for improved performance and productivity.

Key Responsibilities

Management and Administrative

- Participates in and contributes to the development and implementation of the Divisional Operational Plans and Budgets;
- Develops procedures to guide the Work Unit;
- Prepares and pre-set routine and Ad hoc Reports;
- Assists in the development of Divisional Reports (Annual and other wise);
- Attends and represents the Division at local and international meetings/conferences and other fora;
- Administers transactional Human Resource service to supervisees;
- (e.g. leave recommendation, attendance monitoring).

Technical

- Leads the development of a Public Sector wide Workforce Planning Framework that can be used (adopted by) MDA's;
- Leads Workforce Planning research and insight to identify the most optimal sources of needed talent in the Public Sector;
- Leads the design and development of systems for forecasting and quantifying workforce gaps/risks;
- Leads the provision of on-going information, assessment and interpretation of the Public Sector workforce – analyzes trends and forecasts;
- Leads the processes involving the Government of Jamaica's (GOJ) Scholarships and Assistance Programmes and Bonding and Compliance Programmes;
- Reviews and makes policy recommendations to GOJ, local and international donor organizations and other entities on issues affecting the implementation of Scholarship and Assistance Programmes;
- Develops policies and procedures geared towards the identification, selection and development of a cadre of senior professionals to assume key roles/positions in the Government Services;
- Leads the collaborative processes involving developing and implementing Succession Planning, Leadership Development and Talent Management in the Public Service;
- Fosters a high degree of engagement with Public Sector entities, and Private Sector entities to develop programmes for the cross fertilization and transference of skills aimed at strengthening the public service;
- Assists with planning and organizing of the Public Sector Human Resource Management Network activities;
- Develops policies and procedures that align Talent Management Plans with the business goals/objectives of the MDAs;
- Designs programmes for Talent Pool Development and Management
- Develops policies and procedures for the management of the Public Sector employee census and skills bank;
- Develops policies and procedures for capturing, sharing and using organizational knowledge for improved performance;
- Develop policies and guidelines/framework for organizing, representing and accessing content and expertise for knowledge sharing;
- Implements systems to establish strong relationships with subject matter experts, specialists and practitioners for effective knowledge sharing;
- Develops programmes to capture, encode and present expert (specialized) knowledge in shared knowledge repositories/databases;
- Leads the development of protocols for information access and dissemination;
- Leads cost benefit analyses activities;
- Advises the Deputy Financial Secretary (DFS) on the implementation of portfolio related policies and programmes;
- Provides technical advice to the DFS and Senior Public Officers and bodies;
- Prepares Cabinet Submissions, reports, briefs and other documents as required by the Hon. Minister, Financial Secretary and DFS;
- Develops strategies and actions geared towards continued development of service offerings of portfolio responsibilities.

Human Resource

- Provides leadership and guidance to staff through effective planning, delegation, communication, mentoring and coaching;
- Employs strategies that foster a culture of quality work, team work, empowerment, commitment and open communication;
- Evaluates and monitors the performance of direct supervisees;
- Ensures that the performance of staff in the Branch are monitored and evaluated and appropriate strategies implemented;
- Participates in the recruitment of staff;
- Administers conditions of service (e.g. approves leave, recommends transfer et cetera).

Required Knowledge, Skills, and Competencies

- Sound Knowledge of workforce planning and talent management.
- Sound Knowledge of succession planning
- Deep knowledge in organizational development
- Good understanding of scholarship administration and donor programmes
- Good understanding of knowledge and information management
- Proven ability to lead a team of professionals in a strong and effective partnership
- Skilled in persuasion and reasoned arguments in managing change
- Strong awareness of modern public sector administration and current trends/best practices

- Knowledge of preparation of Cabinet Submission/Note
- Required skills and competencies
- Excellent leadership
- Excellent planning and organization skills
- Excellent interpersonal skills Excellent at time management and meeting deadlines
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications
- Good written and oral presentation skills
- Ability to conduct research and interpret findings
- Computer literate in relevant computer software

Minimum Required Qualification and Experience

- Masters'/ Bachelors' Degree in Human Resource Development, Organizational Development, Organizational Design, Public Administration/Policy.
- At least Seven (7) years experience in the field of human resource development in the public or private sector or any equivalent combination of education and training that provides the required knowledge.

Special Conditions Associated with the Job

- Work will be done in a standard office environment using standard office equipment (computer, photocopier et. Cetera). High degree of pressure from time to time.

2. Senior Talent Management Officer-HR Strategy & Implementation (GMG/SEG 3)

Job Purpose

Under the direction of the Director, Talent and Knowledge Management, the Senior Talent Management Officer-HR Strategy & Implementation is responsible for providing professional support in the design of frameworks and talent management programmes across Ministries, Departments and Agencies (MDA's). The incumbent will assist with all issues related to the employees across GOJ: recruitment and selection, training and development, promotion, and on boarding. He or she will conduct the appropriate research, analysis, and assessments to identify gaps and make the necessary recommendations in accordance with the MOFPS and GOJ guidelines.

Key Responsibilities

Technical/Professional

- Is responsible for the implementation of all Training and Development Programmes across MDA's in keeping with the strategic objectives of the GOJ;
- Assists to ensure that Talent and Acquisition Strategies are aligned to Business Objectives and GOJ's HRM initiatives;
- Assists in the development and implementation of policies and procedures that align Talent Management Plans with the business goals/objectives of the MDAs;
- Liaises with the Workforce Planning Section to identify gaps in the workforce and come up with ideas to address them;
- Applies HR analytics when collecting, analysing and presenting data to inform decision such as succession planning;
- Provides assistance with the Performance Management Programme, including the following organizational processes: goal setting; performance appraisal; coaching and personal development planning;
- Assists in the implementation of the Core Competency Management Framework: inclusive of leadership development programmes; competency-based training; learning and capability development initiatives across MDA's;
- Co-ordinates the training programmes in conjunction with relevant stakeholders including MDAs, Trade Unions etc:
- Prepares Training Plan and Training Delivery Schedules/courses across MDA's;
- Prepares the annual costing for all training and makes the necessary submission for inclusion in the budget;
- Maintains arrangements with various institutions and other stakeholders to satisfy training needs of the Public Sector;
- Prepares Monthly/Annual Report on training programmes;
- Liaises with MDAs and makes administrative arrangements for staff that participate in training programmes;
- Maintains close relationships between HR and Head of Departments with a view to developing strategies for the effective deployment of Human Capital to support organization objectives;

- Monitors and reviews the impact of Training and Development Programmes;
- Performs collaborative processes involving the development and implementation of Succession Planning, Leadership Development and Talent Management in the Public Service;
- Administers programmes designed for Talent Pool Development and Management;
- Keeps abreast of skills, knowledge and trends in Talent Management;

Management/Administrative

- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and Talent Management documents as required;
- Prepares and delivers Talent Management related presentations as needed.

Human Resources

- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals;
- Prepares and conducts presentations on role of Division/Branch/Section for the Orientation/Onboarding programme in the MoFPS;
- Identifies budgetary needs of the Unit and communicates to the relevant authorities.

Customer Service

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meets expectations;
- Prepares quarterly and/or annually Customer Service Reports in accordance with established standards;
- Performs all other duties and functions as may be required from time to time.

Required Knowledge, Skills, and Competencies

- Good knowledge of the Human Resource Management functions, policies, and regulations in the Public Sector
- Good knowledge of Talent Management and Acquisition practices in complex organisations
- Good knowledge of Succession Planning initiatives for complex organisations
- Good understanding of Scholarship Administration and Donor Programmes
- Good understanding of Knowledge and Information Management
- Knowledge of HR Information Systems (MyHR+, People Soft, Success Factors or related solutions)
- Ability to innovate, create and implement continuous improvement initiatives
- Strong Leadership and decision-making skills
- Ability to work independently and make sound and reasoned decisions
- Good understanding of the machinery of Government and political processes
- Proficient in the use of Microsoft Word, PowerPoint, Outlook, and Excel
- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem-solving skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Excellent at time management and meeting deadlines
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications
- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem-solving skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Minimum Required Qualification and Experience

- Bachelor's Degree in Human Resource Management, Management Studies, Public/Business Administration or related social sciences;
- Advanced Training in People/Talent Management and Leadership;
- Six (3) years' experience in a Human Resource Management environment;
- Specialized training in Knowledge and Talent Management

Special Conditions Associated with the Job

Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions. May be required to travel locally and overseas to attend conferences, seminars, and meetings.

3. Senior Talent Management Officer- Scholarships & Assistance (GMG/SEG 3)

Job Purpose

Under the direction of the Director Talent and Knowledge Management, the Senior Talent Management Officer – Scholarships & Assistance, is responsible for designing, implementing, assessing, and evaluating scholarships and technical assistance programmes and initiatives, which are aligned with occupational and skills shortages, as well as identify and rectify leaderships gaps within the GOJ's Civil and Public Services. In addition, the incumbent collaborates closely with representatives of local and international donor partners, inclusive of Embassies and High Commissions, in order to build and maintain strong partnerships and alliances which will drive and support organisational effectiveness and efficiencies, within the GOJ. The Senior Talent Management Officer: Scholarships & Assistance delivers his or her responsibilities by ensuring that appropriate research, analyses, and studies are conducted while maintaining suitable relationships with representatives of local and international donor partners. This ensures that deliverables will be realized, based on the tenets of the Centre of Excellence of the MOFPS.

Key Responsibilities

Management/Administrative

- Contributes to developing the Section's Budget, Strategic and Operational Plan.

Technical/Professional

- Utilizes HR Analytics to design and implement scholarship and assistance initiatives. Ensure that they are aligned with Workforce Planning indicators and Corporate Strategies;
- Collaborates with the Director Talent and Knowledge Management Officer, while in the process of building partnerships and alliances, with local and international donor partners such as, Embassies, High Commissions and Tertiary Institutions, while developing scholarships and assistance packages;
- Forges partnerships with Tertiary Institutions to develop and deliver approved training programmes;
- Manages the Scholarship and Assistance Programmes in accordance with stipulated guidelines outlined by the GOJ and local International Donor Partners;
- Prepares Estimates of Expenditure and manages those Budgetary Allocations, related to the GOJ Scholarship and Assistance Programmes;
- Manages those funds used for technical assistance which are provided by bilateral and multilateral donor partners;
- Applies ICT solutions to manage screening of potential scholarships and assistance awardees.
- Manages and co-ordinate Panel Interviews for potential awardees of scholarships and assistance, ensure to arrange venues;
- Prepares notifications for successful applicants of their awards, rights and responsibilities under the scholarship and assistance programmes;
- Monitors awardees' performance on all the various scholarships and assistance programmes.
- Maintains records for scholarships and assistance, in accordance with approved Records Management Systems;
- Conducts studies and assessments to determine if the impact of scholarships and assistance programmes relevant to the GOJ priority programmes NDG/SDG;
- Responds to queries related to scholarships and assistance programmes;
- Develops and implements methodologies to recommend graduates, who are successful and available for employment in the Civil and Public Services;
- Applies HR analytics to monitor and evaluate the effectiveness of scholarships and assistance programmes;
- Provides suitable advice related to scholarships, policies, procedures and guidelines to Ministers of Government, Permanent Secretaries, heads of Private and Public Sector Organizations and Trade Unions as well as International Donor Organizations and the general public;
- Liaises with Directors, Managers and HR Business Partners in the GOJ, in order to understand their HR requirements and ensures that they are fully informed of Corporate HR strategies;
- Collaborates with the Workforce Planning Section in order to determine and establish, the appropriate version of HR metrics which measure and support, Scholarship and Assistance programmes as well as achieving business goals;

- Conducts research and any other consultative approach to assist in developing and implementing scholarship and assistance frameworks and programmes;
- Collaborates with the HR Policy Branch by providing input in developing and modifying those policies which are negatively impacting the Branch;
- Communicates with and provides orientation to Senior Executives, HR Business Partners and other stakeholders, related to Scholarships & Assistance policies, practices and processes, in co-ordination with the HR Policy Branch;
- Develops methodologies which will positively increase the GOJ's brand and visibility through partnership development, strategic relationship management and publication of Industry-leading practices;
- Participates in the developing and delivering training on Talent Management and related areas. to HR Teams and management; information regarding offers through the GOJ/Donors);
- Keeps abreast of developments in the Talent Management, Scholarship & Assistance Environment, in order to support the GOJ with initiative and innovation in recommendations provided;

Human Resource Responsibilities

- Participates in the development of individual work plan

Customer Service Responsibilities

- Uphold established customer service principles, standards and deliverables.
- Identify and incorporate the interests and needs of customers in business design.
- Establish the use of customer evaluations as part of all processes.

Other Responsibilities

- Perform any other related function as assigned by the Director Talent and Knowledge Management

Required Knowledge, Skills, and Competencies

- Expert knowledge of Human Resource Management functions, policies, and protocols, within the Public Sector;
- Is an expert in designing and delivering coaching, mentoring, Learning and Development Programmes;
- Has the ability to innovate, create and implement continuous improvement initiatives.
- Good understanding of how the GOJ's machinery operates as well as its political processes.
- Good knowledge of Talent Management and Acquisition practices in complex organizations.
- Expert knowledge in designing and managing scholarships and related assistance programmes.
- Expert knowledge of Succession Planning initiatives in complex organizations.
- Advanced knowledge and experience in using software such as PowerPoint, Outlook, Word and Excel.
- Knowledge of HR Information Systems, such as, MyHR+, People Soft, Success Factors, or any other associated solution
- Expert knowledge of the Scholarships and Assistance offers, process and procedures
- Strong management, leadership, and decision-making skills.
- Strong interpersonal, oral, and written communication and research skills.
- Strong analytical and problem-solving skills.
- Excellent planning and organizing skills with strong skills in customer relations.
- Excellent judgement and decision-making skills.
- Able to work independently, decisions are sound and supported by data.
- Possess high ethical conduct, confirmed integrity and is open to change.
- Is a competent user of computer hardware with knowledge of varied software applications.
- Is willing to work co-operatively and collaboratively with stakeholders, able to establish and maintain good working relationships.

Minimum Required Qualification and Experience

- Bachelors' Degree in Human Resource Management **OR** Business Administration
- **OR** Public Administration **OR** Management Studies **OR** Equivalent, from a recognized Tertiary Institution;
- Four (4) years of post-qualification experience, in a related field of Human Resource Management/ Scholarships and Assistance environment.

Special Conditions Associated with the Job

- This is a typical office environment with standard office equipment and specialized software, with no adverse working conditions.
- Travelling to attend conferences, seminars, and meetings, within Jamaica and overseas
- There can be stress due to working in a fast-paced environment, which includes interacting with varied critical stakeholders while meeting multiple and tight deadlines.
- Extended working hours are expected.

4. Senior Strategic Workforce Planning Officer- HR Analytics (GMG/SEG 3)

Job Purpose

Under the direction of the Director, Strategic Workforce Planning, the Senior Workforce Planning Officer – HR Analytics, is responsible for gathering, organizing and analysing data, which is related to HR Functions such as recruitment, talent management, employee engagement, performance and retention, in order to ensure optimum decision making as well as planning for the future, in all of the above-described areas.

The incumbent uses wide-ranging HR software and technology for data analysis, and by so doing, creates a considerable quantity of data each day. However, his or her objective, hence the use of HR Analytics, is to make sense of said data and convert it into valuable insight, to guide and positively impact, the current and future needs of the GOJ.

He or she is kept abreast of the needs and priorities of the GOJ, with respect to staffing / workforce requirements and ensures that the appropriate research, business intelligence and analyses are exploited and applied in order to realize the appropriate data which will adequately inform future needs and or any issues which may arise.

The Senior Workforce Planning Officer – HR Analytics, through research and analysis, identifies changes in the business needs of the GOJ, which could have an unexpected, future impact, on the required experience, knowledge, skills, and other important qualities of the workforce and by so doing, serves to support achieving strategic objectives, other initiatives and performance targets. Additionally, he or she ensures that deliverables are realized based on the tenets of the Centre of Excellence of the MOFPS.

Key Responsibilities

Management/Administrative

- Provides to the Section's Strategic and Operational Plan as well as its Budget; an appropriate contribution;
- Prepares an Individual Work Plan that is aligned to the Section's Plan and presented accordingly;
- Is a member of appropriate, professional institutions and organizations, makes presentations when needed and participates in workshops, seminars and conferences as required;
- Maintains professional relevance by being current with any and all changes and updates related to the profession.

Technical/Professional

- Utilizes valid forecasts obtained through research and analysis, in order to drive organizational and occupational research, which will contextualize and forecast the GOJ's workforce;
- Develops and implements a robust, scalable, configurable HR Analytic platform which supports MyHR+ and in addition, has the capacity to positively, impact Workforce Planning, Talent Management, Talent Acquisition, Succession Planning, scholarships/grants, and other Human Resource Management initiatives.
- Is guided by those strategies which will impact HR analytics, systems, processes and workflows;
- Identifies HR data models used for core activities and apply them to HRM policies, in order to ensure that critical job roles are recognized and that capabilities required to meet future GOJ goals are available;
- Manages and updates Workforce Planning systems which are used to identify gaps in certain skills, the number of persons required to satisfy an immediate need, any appropriate recruitment strategies and also, ascertain the cost of training;
- Explores, implements and monitors, on a continuous basis, the HR business metrics and measurements used;
- Develops appropriate metrics to be used, to measure the outcome of plans made and applied to Workforce and Talent Management;
- Creates and manages HR Analytic Dashboards with aligned monitoring and evaluating data, which supports business goals;
- Use MYHR+ and other HRIS software as well as consultations, in order to produce accurate and insightful data which supports corporate goals;

- Analyses HR data, highlights any critical areas and predicts trends; shares the results to be discussed with the Workforce Planning and Talent Management Teams;
- Apply a suite of HRIS, including MyHR+ and HR Dashboards, to assess a number of workforce factors and subfactors, such as:
 - The number of staff in posts and staff movements
 - Their current skills, capabilities and attributes
 - Their talent profile; and any available, information related to the external labour market.
- Produces accurate, recurrent, and ad hoc HR data reports, metrics and dashboards as required;
- Monitors and collate HR data for benchmarking purposes;
- Collaborates closely with the Talent Management Team and HR Business Partners to create new analytical tools and dashboards;
- Participates in designing and implementing effective and timely quantitative and qualitative, data capture mechanisms, which will inform any potential, and future, workforce risks, by predicting possible alternatives;
- Is a participant in designing and implementing Workforce Planning processes, systems, procedures, frameworks, and mechanisms which supports alignment to the Government of Jamaica's (GOJ's), business strategies;
- Assists in developing wholistic approaches, not only to assess and analyse internal, business drivers, but also, any other event within the external environment which may have an impact on GOJ's business goals;
- Manages those projects which are related to HR analytics, starting with the design, to implementation and deployment;
- Collaborates with the Human Resource Policy Branch, by reviewing and making recommendations, with respect to new and/or existing policies, which have implications for Workforce Planning and Talent Management;
- Represents the GOJ's interests, by serving on internal and external committees, which are dedicated to identifying and resolving any Workforce Planning and Talent Management issues.
- Makes recommendations which will serve to educate and train managers and executives in the areas of Workforce Planning and Talent Management;
- Evaluates the outcome of recommended education and training in Workforce Planning and HR Analytics;
- Is current with any changes in legislations and policies which affects Workforce Planning, Talent Management and any other, related area;
- Applies Change Management initiatives to champion new developments in People/HR Analytics, across the GOJ HR landscape.

Customer Service

- Uphold established customer service principles, standards, and deliverables.
- Perform any other, related duties which may be assigned, by the Chief Workforce Planning Officer.

Required Knowledge, Skills, and Competencies

- Expert knowledge of the suite of HR Information Systems, including MyHR+, People Soft, Success Factors and HR Dashboards.
- Advanced skills with respect to software such as PowerPoint, Outlook, Word, and Excel.
- Expert knowledge of HR Analytic systems and able to manage related projects from the design stage to deployment.
- Is knowledgeable and current in legislations and policies in areas such as Workforce Planning and Talent Management.
- Possess the capacity to identify and design those elements which comprise frame works and mechanisms which guarantee alignment to GOJ's business strategies.
- Able to assess and analyse internal business drivers against external, environmental developments and determine their impact on GOJ's business goals.
- Expert knowledge in Workforce Planning and Talent Management issues.
- Is knowledgeable in Legislations and policies related to Workforce Planning, Talent Management, and other associated areas.
- Superior analytical acumen and strong attention to details.
- Sound intellectual curiosity and creativity with good risk management skills.
- Strong ability to identify, collect, analyse, and evaluate data.
- Strong leadership and decision-making skills.
- Good knowledge of the Public Service's Human Resource Management functions, policies and regulations.
- Able to innovate, create and implement valid, continuous, improvement initiatives.
- Able to work independently while making sound and reasoned decisions.

- Possess high ethical conduct as well as good understanding of the machinery of Government and related political processes.
- Is willing to work co-operatively and collaboratively with stakeholders and able to establish and maintain good working relationships.

Minimum Required Qualification and Experience

- Bachelor's Degree in Management Studies **or** Business Administration **or** Economics with Statistics **or** Computer Science **or** A comparable, analytical discipline, from a recognized Tertiary Institution;
- Training in HRIS Solutions and other analytical tools;
- Four (4) years post qualification experience, in a comparable Human Resource Management environment.

Special Conditions Associated with the Job

- This is a typical office environment with standard office equipment and specialized software, with no adverse working conditions.
- The incumbent may be required to travel, to attend conferences, seminars and meetings, within Jamaica and overseas, as an integral part of this position, for approximately 30% of the time.
- There can be stress due to working in a fast-paced environment, which includes interacting with varied stakeholders while meeting multiple and tight deadlines.
- Extended working hours are expected.

5. Talent Management Officer- Compliance (GMG/SEG 2)

Job Purpose

Under the direction of the Senior Talent and Knowledge Management – Bonding & Compliance, the Talent Management Officer: Compliance, is responsible for providing support to ensure that scholars/recipients are compliant with the terms and conditions in Bonding Policies and Procedures. The incumbent works closely with the Talent Management Officer Scholarship and Assistance and is responsible for the issuing of notices to clients who have breached their Bonding Agreements and the collection of monies owed for bonding periods not served. Additionally, the Officer is responsible for the processing of No Objections Applications. The Talent Management Officer Compliance will ensure that the appropriate information is provided to guarantors, no objection applicants, internal and external customers in accordance to the policies that governs the Branch.

Key Responsibilities

Technical/Professional

- Assists in conducting interviews with awardees and their respective guarantors, to explain the procedures as well as their rights and obligations, under the Loan Agreement;
- Consults with the Embassies/Missions; Ministry of Education and the Student's Loan Bureau regarding the financial status of applicants for letters of No Objection;
- Advises the Embassies/Missions on applicants status and submits receipts for fees collected;
- Liaises with the Scholarship and Assistance Section to ascertain tuition fees and allowances paid to awardees;
- Ascertains the total liability of persons who forfeit and determines the liability of forfeiters by;
 - Obtaining from employers dates of resumption/appointment, period of service, salary and allowances paid during training;
 - Ascertaining total award from the Scholarship & Assistance Section tuition fees and allowances paid to awardees at respective institutions of higher learning;
 - Calculating the unserved portion of the bond and makes recommendations.
- Monitors repayment to ensure that amounts owed plus interest are repaid in full in order to satisfy stipulated conditions of the bond by;
 - Issuing demand letters to defaulters and guarantors informing them of total liability under the bond;
 - Negotiating and prepares terms of repayment – full payment or schedule of payments over a period;
 - Liaising with the Accounting Technician to ensure the timely collection of outstanding sums;
- Follows up on payments made directly to the Accountant and Attorney General's Department's by delinquents;
- Follows up on files referred to the Attorney General for action;
- Follows up on enquiries related to those Scholarship awardees, who have made requests for waivers, suspensions from the bonding process;

- Generates letters of 'No Objection' and in addition, recommends waivers or suspensions for individuals who fall under criteria, such as:
 - Requests made by representatives of Jamaican Embassies and or Missions, based on the following awardees;
 - Who wish to change their visa status;
 - Need to obtain transcripts;
 - Are desirous of accepting employment overseas; and
 - Would like to pursue additional studies;
- Assists with preparing presentations at training seminars to update and inform participants of the importance of respect of Bonding & Compliance regulations;
- Participates in designing, implementing and maintaining those related business processes and procedures, which guide the Bonding & Compliance framework.
- Participates in developing, implementing, modifying and maintaining risk-based approaches, to the compliance framework, for bonding in the GOJ.
- Participates in developing and monitoring initiatives which capture statistics, metrics and measurements related to compliance.
- Monitors and updates a Register of all those awardees and participants, who need compliance monitoring.
- Escalates any problematic, compliance issues to the Director, Talent Management, for action and or recommendations.
- Assist in the preparation of submissions to the Attorney General's Chambers on the directive of the Director, Talent & Knowledge Management directives re non-compliant awardees;
- Recommends valid changes to compliance processes to minimize any possible legal exposure;
- Provides information on bonding and compliance policies, procedures and guidelines to Ministers of Government, Permanent Secretaries, Trade Unions, Heads of Private and Public Sector Organizations, International Donor Organizations and the public in general;

Management/Administrative

- Contributes to developing the Section's Budget, Strategic and Operational Plan;
- Develops an Individual Work Plan based on alignment with the Branch's Plan;
- Participates in meetings, seminars, workshops and conferences, as required;

Customer Service

- Uphold established customer service principles, standards and deliverables.
- Perform any other related function as assigned by the Director Talent & Knowledge Management.

Required Knowledge, Skills, and Competencies

- Strong knowledge of Bonding and Compliance policies and procedures within the Public Sector.
- Knowledge of HR Information Systems, such as, MyHR+, People Soft, Success Factors, or any other associated solution.
- Possess the ability to innovate, create and implement continuous improvement initiatives.
- Able to work independently and make sound and reasoned decisions.
- Knowledge of the provisions of the bonding policy
- Experience in conducting interviews
- Sound Knowledge of the Staff Orders and Public Service Regulations
- Commands a good understanding of the machinery of the GOJ as well as political processes.
- Knowledge and experience in using software such as PowerPoint, Outlook, Word and Excel.
- Strong management, leadership, and decision-making skills.
- Strong interpersonal, oral, and written communication and research skills.
- Strong analytical and problem-solving skills.
- Excellent planning and organizing skills with strong skills in customer relations.
- Excellent judgement and decision-making skills.
- Is a competent user of computer hardware with knowledge of varied software applications.
- Is willing to work co-operatively and collaboratively with stakeholders, able to establish and maintain good working relationships.

Minimum Required Qualification and Experience

- Bachelors' Degree in Human Resource Management **OR** Business Administration **OR** Public Administration **OR** Management Studies **OR** Accounting **OR** equivalent, from a recognized Tertiary Institution;
- Four (4) years' experience in Bonding and or Compliance environment with two (2) years exposure to Human Resource Management principles and practices.

Special Conditions Associated with the Job

- This is a typical office environment with standard office equipment and specialized software, with no adverse working conditions.
- May be required to attend conferences, seminars, and meetings, within Jamaica and overseas,
- There can be stress due to working in a fast-paced environment, which includes interacting with varied critical stakeholders while meeting tight deadlines.
- Extended working hours are expected.

6. Electronic Content Support (GMG/SEG 1)

Job Purpose

Under the direction of the Director Talent and Knowledge Management, the Electronic Content Support Officer is responsible for providing high standard of support to the Branch by producing and maintaining all digital content, conducting data analysis/reports, handling enquires and troubleshoot problems for internal staff and external customers. Additionally the incumbent is responsible for monitoring, updating and making recommendations regarding the ECM System and participates in bonding activities in keeping with the established Bonding Policy of the GOJ and existing Standard Operating Procedures.

Key Responsibilities

Technical/Professional

- Assists with the preparation of Standard Operating Procedures and navigating the Electronic Content Management System;
- Assists with the implementation of new software updates and training of internal staff on how to use the system as well as customers;
- Responds to user queries and troubleshoot system/software issues for both internal and external customers; assists in diagnosing bugs and gathering requirements for the Electronic Content Management System features;
- Conducts systems' tests/evaluations periodically and makes recommendations where necessary;
- Determines the feasibility, cost, time and compatibility requirements of new updates or enhancements for ECM;
- Participates in off-site bonding activities based on request from other entities;
- Monitors and controls day-to-day usage of the database system in collaboration with the Information Communication Technology (ICT) Branch. This includes:
 - Setting and approving user access and permission levels
 - Ensuring conformance to established policies and procedures;
- Monitors and evaluates relevant work items within the ECM/IBPS and indicates required action; Prepares files for use online, such as images, PDFs and presentations;
- Ensures that all issues from both Help Desk and internally are logged and dispatched to the relevant Desk Officers for further action;
- Manages the data collection by ensuring that all relevant correspondents received from the public and MDA's are properly scanned and uploaded to the ECM Solution;
- Supports the entering of back log information from files on the ECM/IBPS Solution;
- Generates Statistical Reports upon requests;
- Assists with the verification of documents submitted through the ECM System;
- Assists Directors and other officers in the preparation of input documents and files for the ECM/IBPS;
- Assists members of the Branch in using the ECM/IBPS Solutions;
- Assists in the document verification process for the Scholarship Application, Grants Application and Bonding process in relation to ECM/IBPS Solution;
- Advises or addresses concerns made by customers with regards to their application or escalate to relevant Officer;
- Reports and follows up on errors/discrepancies being experienced using ECM/IBPS and the portal to the relevant Unit;
- Makes recommendations regarding improvements within the ECM/IBPS;
- Acts as a support for External Sensitization Sessions hosted in the MDAs;
- Assists with the monitoring of workflows that are initiated/submitted to the Branch;

Management/Administrative

- Contributes to the development of the Section's Strategic and Operational Plan and Budget;
- Develops Individual Work Plans based on alignment to the Branch's Plan;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports as required;

- Prepares and delivers training programme presentations as needed.

Human Resources

- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals;

Customer Service

- Maintains customer service principles, standards and measurements;
- Performs all other duties and functions as may be required from time to time.

Required Knowledge, Skills, and Competencies

- Good knowledge of the Human Resource Management functions, policies and regulations in the Public Sector
- Good knowledge of the Branch's functions, ECM/IBS platform
- Knowledge of HR Information Systems (MyHR+, People Soft, Success Factors or related solutions)
- Sound knowledge of database management trends and standards;
- Sound knowledge of established database management policies and procedures;
- Ability to innovate, create and implement continuous improvement initiatives;
- Ability to work independently and make sound and reasoned decisions;
- Advanced IT skills in relation to Word, PowerPoint, Outlook and Excel
- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem-solving skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Good innovative skills
- Proficiency in the use of relevant computer applications

Minimum Required Qualification and Experience

- Bachelor's Degree in Human Resource Management, Management Studies, Public/Business Administration, Information Technology or related social sciences;
- Two (2) years' experience in a similar work environment.

Special Conditions Associated with the Job

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions. May be required to travel locally and overseas to attend conferences, seminars and meetings.

7. Technical Co-ordinator (GMG/SEG 1)

Job Purpose

Reporting to the Senior Director, Operations & Strategic Support, the **Technical Co-ordinator** is responsible for co-ordinating the strategic planning and reporting process within the Division to ensure conformance with the Ministry's reporting cycles. The Officer also provides technical support to the Deputy Financial Secretary and the Senior Director in the preparation of Cabinet Submissions, Presentations, and other technical assignments.

Key Responsibilities

- To co-ordinate the Division's Strategic Plan, Budget and periodic report deliverables in accordance with established standards and targets:
 - Prepares/compiles the Division's Corporate and Operational Plans;
 - Co-ordinates preparation and submission of budgets by SHRMD Business Units;
 - Prepares/compiles the Division's quarterly and annual reports; Analyses reports to ensure alignment with Operational Plan;
 - Prepares/compiles and administers the Divisions Procurement Plan.
- Monitors the Division's resources in congruence with the Procurement Plan and Budget:
 - Liaises with MoFPS' Procurement Unit and Finance & Accounts Branch on all matters related to procurement and delivery of goods and services;

- Assists in monitoring the use of the Division's budgetary allocation against commitment requisitions.
- Provides general technical/administrative support to the Office of the Deputy Financial Secretary;
- Co-ordinates special projects/programmes, acting on the directives of the Senior Director attends meetings and prepares reports as required;
- Co-ordinates the Division's responses to draft Cabinet Submissions and prepares draft summary;
- Assists with the administration of the Post Operations Committee and Public Sector Monitoring Committee;
- Adheres to established customer service principles, standards and deliverables;
- Performs any other related function as assigned by the Senior Director, Workforce Planning & Improvement.

Required Knowledge, Skills, and Competencies

- Sound Knowledge of workforce planning and talent management.
- Sound Knowledge of succession planning
- Deep knowledge in organizational development
- Good understanding of scholarship administration and donor programmes
- Good understanding of knowledge and information management
- Proven ability to lead a team of professionals in a strong and effective partnership
- Skilled in persuasion and reasoned arguments in managing change
- Strong awareness of modern public sector administration and current trends/best practices
- Knowledge of preparation of Cabinet Submission/Note
- Required skills and competencies
- Excellent leadership
- Excellent planning and organization skills
- Excellent interpersonal skills Excellent at time management and meeting deadlines
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications
- Good written and oral presentation skills
- Ability to conduct research and interpret findings
- Computer literate in relevant computer software

Minimum Required Qualification and Experience

- Masters'/ Bachelors' Degree in Human Resource Development, Organizational Development, Organizational Design, Public Administration/Policy.
- At least 7 years progressive experience in the field of Human Resource Development in the public or private sector or any equivalent combination of education and training that provides the required knowledge.

Special Conditions Associated with the Job

- Work will be done in a standard office environment using standard office equipment (computer, photocopier et. Cetera). High degree of pressure from time to time.

8. Administrative Assistant (GMG/AM 2)

Job Purpose

Under the supervision of the Senior Director Workforce Planning & Improvement, the Administrative Assistant provides administrative and other support services, with a view to enhance the output of the office as well as the operations of the Branch in general. He or she maintains close collaboration with team members of the two Sections namely, HR Strategy & Implementation and HR Analytics. In addition, the incumbent performs a variety of administrative functions and support tasks which require an excellent knowledge of the Branch's priorities, activities, output, and timelines.

He or she co-ordinates and manages the activities of the Office and performs a variety of tasks while organizing meetings. The incumbent undertakes research and analyses as required as well as drafts documents, reports, and correspondence, some of which are complex and related to special projects. The incumbent co-ordinates and manages the day-to-day requirements of the Office as well as the Senior Director's Calendar. Working under minimal supervision, he or she exercises judgement, independence and authority as well as utilizes his or her abilities to perform assigned duties. In addition, service delivery is always appropriate to visitors and staff members alike.

The Administrative Assistant projects a courteous and professional image through personal, online and telephone interactions, thereby upholding the high standards of service delivery which is considered vital within the MOFPS & the GOJ. Additionally, he or she ensures that deliverables are realized, based on the tenets of the Centre of Excellence of the MOFPS.

Key Responsibilities

Management/Administrative

- Contributes to the development of the Branch's Strategic and Operational Plan as well as the Budget;
- Develops an Individual Work Plan which is aligned to the Branch's Plan;
- Participate in meetings, seminars, workshops, and conferences, as required.

Technical/Professional

- Provides a diverse and appropriate range of support in keeping with the overall management of the Workforce Planning & Improvement Branch's administrative and business processes; Ensure that confidentiality is respected in all aspects of deliverables;
- Organizes and manages calendars, inclusive of preparing schedules and co-ordinating activities related to hosting meetings such as; contacting attendees, preparing agendas and making appropriate decisions as needed;
- Makes appropriate preparations for audio visual presentations such as; preparing briefs, providing background information and/or supporting documents. Schedule appropriate meetings, speaking engagements, conferences, appointments or interviews, as directed;
- Arranges local and international travel, which include; booking land and/or air transportation as well as finalizing hotel accommodations;
- Informs the Senior Director of schedules related to upcoming commitments and follow up as appropriate;
- Collates, reviews and edit reports to be presented to the DFS – SHRMD and other stakeholders, as directed;
- Takes and records dictation as requested, prepare correspondence, memoranda, agendas and any other documents which are usually confidential, as required;
- Produces and distributes, in a timely manner, Minutes which have been taken. Follow up on actions to be taken;
- Co-ordinates those activities which are related to preparing the Branch's Corporate and Operational Plans, Budget, Individual Work Plans, Performance Appraisal Reports, Leave Schedules as well as training needs analyses and ensures that they are prepared and presented in accordance with the appropriate timeframes;
- Co-ordinates the preparation and timely advancement of Cabinet Submissions. Ensures tracking the processing of said submissions;
- Certifies that Cabinet Decisions are received and actioned appropriately;
- Communicates directly and on behalf of the Senior Director, with Executive Management, staff members, external clients, stakeholders, and other individuals, on matters related to the Office.
- Liaises with representatives of Divisions and Branches of the MOFPS with respect to related matters. Ensure that the communication is appropriate, and trust and credibility embodies the exchange;
- Ensures that visitors as well as incoming calls to the Senior Director, are received and screened accordingly. Provides Information or access, makes referrals to the appropriate staff members, as well as any other action taken, which is deemed suitable;
- Processes all correspondence addressed to the Senior Director. Route correspondence and documents accordingly;
- Prioritizes, researches and follow-up on issues and concerns which were escalated to the Senior Director. This includes those which are of a complex, sensitive or confidential nature, follow up on responses accordingly;
- Conducts research using the appropriate methodology, as requested by the Senior Director;
- Co-ordinates receipt, distribution and dispatch of files and correspondence within the Branch;
- Ensures that the appropriate steps are followed in accordance with approved processes and service standards requirements;
- Ensures that confidential files and Records Management, both hard and soft copies, are created and updated in accordance with GOJ's policies and professional standards;
- Keeps abreast with current and emerging trends in technologies and approaches;
- Maintains and updates databases, accordingly. Consults with Information Systems Personnel, if and when there are problems with programming and or data integrity;
- Demonstrates professionalism, credibility, and integrity, at all times, when performing duties. Is knowledgeable in and up to date with any and all changes, in the Branch's processes and operations;
- Possesses a working knowledge of requirements of the Branch, with respect to protocols, practices, policies, and procedures, has the ability to respond appropriately to requests, enquiries and any issues which need to be resolved.

Customer Service

- Adhere to established customer service principles, standards, and deliverables;
- Perform any other related function as assigned by the Senior Director, Workforce Planning & Improvement.

Required Knowledge, Skills, and Competencies

- Advanced proficiency in Microsoft Office Suite and other appropriate applications
- A working knowledge of the format used for Cabinet Submissions as well as the actual approval process
- Good understanding of the GOJ's protocols, political processes, requirements of Ministers and other GOJ officials
- Good knowledge of statutes, legislations, regulations, policies and procedures which are administered by SHRMD
- Excellent dictation and transcribing skills
- General knowledge of budget and cash flow preparation
- Knowledge of office management, report writing as well as administrative policies and procedures
- Knowledge of the principles and practices of Public Administration
- Knowledge of research and statistical methods
- Able to work independently and make sound decisions, supported by data
- Competence in the relevant computer application
- Excellent interpersonal skills and able to work as part of a team
- Strong analytical and problem-solving skills, judgement, and decision-making skills
- Excellent planning and organization skills and able to motivate others.
- Excellent verbal and written communications skills with time management skills
- Able to apply good judgement, exercise initiative and cope well under pressure

Minimum Required Qualification and Experience

- An Associate Degree in Office Administration **or** Business Administration **or** Management Studies **or** Administrative Management **or** Public Administration **or** equivalent.
- Two (2) years of related working experience in an Office Management capacity.

Special Conditions Associated with the Job

- This is a typical office environment, with standard office equipment, specialized software, and no adverse working conditions.
- The environment is fast paced with on-going interactions with critical stakeholders while meeting tight deadlines, which will result in high degrees of pressure, on occasion.
- May be required to travel locally to attend conferences, seminars, and meetings.

9. Records Officer (PIDG/RIM 2)**Job Purpose**

Under the direction of the Senior Director Workforce planning and Improvement, The Records Officer is responsible for the maintenance of the Branch's records and information so as to allow for an efficient and effective work flow.

Key Responsibilities***Technical***

- Develops and identifies appropriate main subject headings and file titles for all correspondences;
- Maintains appropriate filing systems and ensures that proper cross reference system is developed and maintained;
- Receives and logs incoming correspondences;
- Prepares outgoing mails, correspondences for dispatch;
- Removes inactive files from the active filing area and prepares for the Archive;
- Retrieves and issues requested records and information;
- Charges in all returned files and re-shelf observing the Systematic Filing Order;
- Maintains accurate Charge-out System and follows up on records charged out to officers;

- Maintains database by inputting pertinent relevant information for easy retrieval
- Prepares reports;
- Maintains a 'Bring Forward' System by keeping a record of files required, the file number and Officers who requested the files;
- Collates application forms, retrieves and reproduces Grant Agreements and Bonding Documents for proper safekeeping;
- Manages the security and safety of all records as part of the maintenance of the integrity of information;
- Conducts any other related duties that may be assigned;
- Participates in the development of the Individual Work Plan.

Required Knowledge, Skills, and Competencies

- Sound knowledge in Records Management principles and practices
- Competence in Microsoft Word, Excel, Power point and other applications
- Excellent interpersonal and communication skills
- Excellent decision-making, problem-solving and time management skills.
- Excellent customer service skills
- Good analytical skills
- Innovation and creativity

Minimum Required Qualification and Experience

- Graduated from a Secondary institution with four (4) subjects at the CXC or GCE 'O' Level, including English Language and a numeric subject, plus a minimum of three to four (3-4) years' experience at the Level 1 or an equivalent academic training and experience.

Applications accompanied by Résumés should be submitted **no later than Thursday, 18th May 2023 to:**

**Senior Director, Human Resource Management and Development
Ministry of Finance and the Public Service
30 National Heroes Circle
Kingston 4**

Email: hrapplications@mof.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**