



**CIRCULAR No. 283**  
**OSC Ref. C.5851<sup>21</sup>**

29<sup>th</sup> June, 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. **Organisational Development and Change Management Officer (GMG/SEG 2) - Organisational Development and Change Management Branch**, salary range \$3,770,761 - \$5,071,254 per annum.
2. **Senior Human Resource Officer (GMG/SEG 1) - Human Resource Management Section**, salary range \$3,094,839 - \$4,162,214 per annum.
3. **Administrator (GMG/AM 2) - Organisational Development and Change Management Branch**, salary range \$1,550,136 - \$2,084,761 per annum.
4. **Administrative Assistant (GMG/AM 2) - Customer Care Section**, salary range \$1,550,136 - \$2,084,761 per annum.

1. **Organisational Development and Change Management Officer (GMG/SEG 2)**

**Job Purpose**

Under the general direction of the Director, Organizational Development and Change Management (ODCM), the Organisational Development and Change Management Officer is responsible for developing and recommending effective organizational development and change management solutions for implementation at the Ministry, its Agencies, Regional Offices and Educational Institutions, with a view to improve the efficiency and effectiveness of the Ministry's operations.

**Key Responsibilities**

***Technical/Professional:***

- Participates/conducts Organization reviews to determine issues relating to structure, staffing and process;
- Assesses relevant statutes, regulations etc for the Organizations being reviewed to determine Legislative Framework for impact on short and long term recommendations;
- Examines Internal and External Audit Reports and identifies issues to inform the Annual OD Strategy and Plan;
- Collects job related data through interviews, questionnaires, observations and examines records to validate findings;
- Assesses the delegation and exercise of Authority, grouping of functions, inter-relationship of Organizational Entities to determine significant bearing on Departmental activities;
- Develops new and revised Job Descriptions in alignment with the Ministry's Strategic Plans, goals and objectives;
- Prepares and revises Organizational, Functional and Flow Charts;
- Documents and follows-up on areas in need of strengthening in terms of structure, systems and processes to inform the OD Planning process;
- Identifies OD priorities based on broad assessments and analysis and recommends to the Director ODCM for inclusion in the OD Strategy;
- Participates in Change Management Projects and Programmes according to stipulated guidelines agreed to with relevant stakeholders;
- Implements OD solutions which will support the Ministry's transition and culture change initiatives;
- Supports the development of specific tools/policies identified by change facilitators;
- Contributes to the development and implementation of strategies to narrow the gap between the desired and actual culture;
- Conducts general/specific and ad-hoc research to inform OD/change management issues;
- Implements OD projects to be delivered in accordance with the guidelines outlined in the relevant partnerships;

- Works as a strategic business partner with the HRM Branch and other Senior Managers to effectively implement integrated OD and change management solutions;
- Involves key stakeholders in identifying problems and designing solutions;
- Performs any other related duties that may be assigned by the Director-ODCM.

***Management/Administrative:***

- Prepares Annual Work Plans so to support PMAS requirements;
- Participates in the development of the Branch's Annual Budget and Operational Plans;
- Maintains effective working relationships with external and internal stakeholders and clients, ensuring that the Branch provides a consistently high level of service to them;
- Participates in Management Meetings of the Division and reports on the activities and achievements of the Branch;
- Keeps abreast of current and emerging OD and Change Management trends and best practices and utilizes them for continuous improvement of the Ministry, its Agencies, Regional Offices and educational institutions;
- Consults with the Senior Management Team and derives strategic objectives and priorities to inform the Annual OD Strategy and Action Plan;
- Participates in the development and implementation of the comprehensive OD Strategy Framework and Annual OD Plan to guide the Organizational Development Programmes and projects of the Ministry;
- Analyzes the Ministry's Corporate Plan, directives and relevant reports to inform the development of the Organizational Development Framework;

**Required Knowledge, Skills, and Competencies**

***Core:***

- Strong ability to analyze and diagnose organizations and operations
- Excellent interpersonal skills and ability to exercise confidentiality
- Good interviewing skills
- Professionalism, good judgment, decision making and problem solving skills
- Excellent presentation, oral and written communication skills
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- Excellent presentation, oral and written communication skills

***Technical:***

- Sound knowledge of the general operations of the machinery of Government, especially the Public Sector Human Resource Management and Development framework
- Sound knowledge of the Public Sector Human Resource policies and procedures (Public Service Regulations, Staff Orders, etc.)
- Knowledge of the Education Act and Regulations and relevant policies and procedures
- Proficiency in use of Microsoft Office Suite and other relevant computer applications and systems such as the Microsoft Visio software

**Minimum Required Qualification and Experience**

- Bachelor's Degree in Organizational Development/Human Resource Management or other relevant Social Science Degree;
- Three (3) years' experience in a similar capacity;
- Training in Project Management would be an asset.

**Special Conditions Associated with the Job**

- Required to possess a valid Driver's Licence and a reliable motor vehicle;
- Required to work outside of normal working hours to meet deadlines;
- Required to participate in retreats/meetings outside of normal working hours;
- Required to travel island wide in the executive of duties.

## **2. Senior Human Resource Officer (GMG/SEG 1)**

### **Job Purpose**

Under the general direction of the Director, Human Resource Management (HRM), the Senior Human Resource Officer is responsible for providing management support and advice as it relates to recruitment and selection activities and other staffing arrangements in accordance to the Government regulations and policies to Divisions across the Ministry, Regions and Agencies.

### **Key Responsibilities**

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

- Manages the workforce planning processes by undertaking data collection and conducting analysis to determine workforce numbers, skills and needs to meet the objectives of the Divisions in the Ministry;
- Manages the recruitment processes such as advertisement, assessment of applications, administering of assessments centre, arrangement of interview for positions ranging from GMG/SEG 1 to GMG/SEG 4 or equivalent;
- Undertakes recruitment activities for senior level staff as directed ;
- Conducts and provides assistance with shortlisting of candidates and preparing for and arranging interviews;
- Reviews and develops Submissions for the attention of the Director, HRM to be presented at the Human Resource Management and Human Resource Executive Committees;
- Acts on the actions of the HRMC and HREC by reviewing and preparing letters of offer, employment contracts and new employee packs for successful candidates;
- Liaises with unsuccessful candidates to provide feedback where required;
- Reviews and collates recruitment paperwork, create new employee personnel files (electronic and hard copy) and input new employee details into the MYHR+;
- Liaises with the Finance and Accounts and ICT Teams to make on-boarding arrangements;
- Updates and maintains the People Management/HR Records of employees on matters such as establishment gaps, vacancy levels, salaries and prepares Associated Management Reports;
- Updates and maintains People Management/HR records tracking employment history, promotions, transfers, salaries, etc.;
- Provides advice and information to management and employees on People Management/HR personnel policies and procedures, including establishment level, appointment, acting arrangements, promotions, reassignment, compensation, equal opportunity, etc.;
- Supports the implementation of organizational changes resulting from Industrial Relations legislation, revised organizational and classification structures or technological changes;
- Provides input and support to the development and maintenance of recruitment and establishment procedures, guides, resources and tools to support Divisions in related activities;
- Creates and maintains records in electronic formats in line with Records Management requirements to ensure all required records are retained and can be readily accessed;
- Guides the employee on-boarding experience for assigned areas and refers employees for induction and orientation by the Human Resource Development Section;
- Assists with developing and maintaining the Job Enrichment and Succession Planning Programmes for the Ministry;
- Supports the broader HRM&D Team concerning brainstorming, professional development initiatives and workload support as required;
- Manages the resignations process by:
  - ✓ Reviewing documents to establish that they were routed through the appropriate channels
  - ✓ Conducting Exit Interviews and retrieves any work related material that was issued to the employee
  - ✓ Ensuring that the relevant Units are informed about the resignation including the Payables and Payroll Branch
- Manages the renewal, amendment and extension of contracts for staff working on special projects and on contracts;
- Provides administrative support and guidance to the Human Resource (HR) Sub- Committee and the HR Management Committee;
- Contributes to development of HR metrics which will assess the effectiveness of HRM policies and practices;
- Prepares Submissions to the Ministry of Finance and the Public Service for approvals related to staffing;
- Develops and maintains an updates separation list to track retention and attrition rates;

- Keeps current with emerging HR changes, legislative and Industry requirements to deliver high level support.

***Management/Administrative:***

- Supports the Director with preparing the Unit's Annual Budget and Corporate/Operational Plan;
- Attends meetings, conferences, seminars to address HRM matters and other execute directives as necessary;
- Prepares Human Resource Sub-Committee Reports;
- Prepares Monthly and Annual Reports;
- Generates workforce statistics, reports and analysis on recruitment activities, establishment, retention, diversity and related information highlighting trends and current or emerging issues to inform Senior Managers in their decision making;
- Leads, prioritizes and manages the day-to-day operation of staff to ensure the effective management of operations and that goals and objectives are being met;
- Ensures adherence to Standard Operating Procedures and policies to maximize efficiency and work quality;
- Maintains customer service principles, standards and measurements;
- Identifies development programmes and makes recommendation for direct reports to attend such programmes;
- Participates in enterprise bargaining talks where employees, management and Unions discuss the development of specific work arrangements and conditions;
- Analyzes the skills and qualities required for each job and provides feedback to the Director, OD and Change Management to inform the development/revision Job Descriptions/Specifications and duty statements;
- Performs any other related duties that may be assigned by the Director- Human Resource Management.

***Human Resource:***

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline;
- Evaluates and monitors the performance of staff in the Section and implements appropriate strategies;
- Co-ordinates the development of Individual Work Plans and recommends performance targets for the staff assigned;
- Participates in the recruitment and training of staff of the Section;
- Recommends training, promotion and approves leave in accordance with established Human Resource Policies and Procedures;
- Identifies skills/competencies gaps and contributes to the development and Succession Planning for the Division to ensure adequate staff capacity;
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff Annual Performance Appraisals and other periodic reviews;
- Recommends disciplinary measures in keeping with established guidelines/practices.

**Required Knowledge, Skills, and Competencies**

***Core:***

- Excellent interpersonal skill
- Good interviewing and counselling skills
- Excellent judgment, decision-making and problem-solving skills
- Strong oral and written communication skills
- Confidentiality and Integrity
- Ability to work as part of a team and on own initiative
- Results and detailed-oriented
- Strong customer service skills
- Strong time management skills
- Excellent planning and organizing skills

***Technical:***

- Knowledge of the principles of public sector management
- Sound knowledge of Human Resource Management principles and practices
- Knowledge of the Public Service Regulations, Staff Orders 2004
- Excellent presentation skills
- Working knowledge of statutes, legislations, regulations policies and procedures administered by the SHRMD
- Knowledge of OSC Recruitment and Selection Manual
- Proficiency in Microsoft Office Suite including Word, Excel and PowerPoint and HRMIS

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

- Bachelor's degree in Human Resource Management/ Public Administration or equivalent qualification;
- Two (2) years related experience, preferably in the Public Service;
- Training in Supervisory Management would be an asset.

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

- May be required to work beyond normal working hours;
- May be required to work on public holidays/weekends
- Required to have a valid Driver's Licence and a reliable motor vehicle

### **3. Administrator (GMG/AM 2)**

#### **Job Purpose**

Under the direct supervision of the Director – Organizational Development and Change Management (ODCM), the Administrator is responsible for providing administrative support by co-ordinating activities, scheduling appointments, preparing minutes, reports, briefs, collects and analyses data and to research information.

#### **Key Responsibilities**

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

- Provides administrative support to the Director (ODCM), including:
  - ✓ Managing calendar, schedules and providing regular updates
  - ✓ Arranging travel plans and itineraries
  - ✓ Co-ordinating meetings and other events
  - ✓ Preparing agendas and packages for meetings
  - ✓ Reviewing and editing reports, provides secretarial and clerical support to the Director (ODCM),
  - ✓ Recording and producing Minutes of meetings
  - ✓ Processing incoming and outgoing correspondence
  - ✓ Responding to routine enquiries
  - ✓ Composing and preparing correspondence, memoranda, other documents and presentations
  - ✓ Photocopying, fax and mailing
- Complies and reviews monthly and annual reports;
- Researches and provides information to the Director for the preparation of reports;
- Screens and introduces visitors to the Director's Office;
- Receives, screens and routes telephone calls and takes and relays messages;
- Prepares Officers' monthly Travel Allowance Forms for submission;
- Screens requests for information and responds or refers to the appropriate member of staff;
- Organizes meetings, conferences and/or workshops, ensures that venues are booked and necessary materials are prepared and circulated/distributed;
- Takes and transcribes dictation; takes, types and distributes Minutes of Meetings; and maintain records of proceedings;
- Maintains an adequate inventory of office supplies;
- Maintains the Leave and Attendance records of staff within the Director's Office;
- Maintains computerized and manual files and records including filing, retrieval, retention and storage; Ensures security guidelines are strictly observed to safeguard the confidentiality of documents in the Director's Office;
- Provides general administrative and clerical support including mailing, scanning, faxing and copying;
- Performs data entry operations;
- Performs any other related duties that may be assigned from time to time.

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

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

- Excellent oral and written communication skills
- Excellent planning, organizing, and time management skills
- Ability to maintain confidentiality and integrity in matters of a sensitive nature
- Ability to exercise professionalism, tact, sensitivity and discretion in dealing with people
- Ability to determine priorities, schedule and structure tasks in order to meet deadlines

- Ability to work independently without close supervision
- Attention to detail
- Ability to provide advice and guidance that helps clients use the Ministry's products effectively and reduces the risk of customer complaints
- Have good product knowledge of the Accounts process/file management and the management of payment files
- Have good customer handling skills

***Technical:***

- Knowledge of office management clerical and administrative procedures and systems
- Ability to undertake research and select, synthesize and analyze data for reports and other forms of documentation
- Ability to create presentations, charts, graphs, databases, and spreadsheets
- Ability to compose routine correspondence and reports
- Proficiency in the use of MS Office software applications including spreadsheets, word processing, presentations and database management

**Minimum Required Qualification and Experience**

- Diploma in Business Administration, Human Resource Management or equivalent;
- Two (2) years' related experience;

**Special Condition Associated with the Job**

- Required to work beyond and outside normal working hours in meeting deadlines or in providing support services at meetings and events.

**4. Administrative Assistant (GMG/AM 2)**

**Job Purpose**

Under the general supervision of the Director, Customer Service, the Administrative Assistant is responsible for providing a range of secretarial, clerical and administrative support in order to ensure the effective and efficient functioning of the Branch, while ensuring tact, diplomacy, discretion, professionalism and timeliness, in the performance of responsibilities.

**Key Responsibilities**

***Technical/Professional:***

- Schedules and co-ordinates Customer Service Meetings;
- Prepares draft Minutes of Meetings inclusive of action sheets and ensures the timely submission of same;
- Manages Director's Dairy and schedules and co-ordinates events and making appropriate plans, schedules meetings, transportation etc;
- Informs Director of upcoming events;
- Types correspondence and other documents;
- Maintains a File Register to facilitate easy access and retrieval of information;
- Ensures that outgoing correspondence is properly referenced;
- Ensures that records are efficiently filed in a timely manner;
- Ensures that queries and telephone contacts are acknowledged and assistance given where possible;
- Liaises with the Logistics Co-ordinator in organising meetings;
- Books venues and makes arrangements for meetings;
- Maintains records of all incoming and outgoing correspondence and files;
- Ensures a constant supply of stationery is available;
- Reviews and sorts daily incoming correspondence, identifies those of an urgent nature requiring the Director's attention and routes others to the appropriate officer(s) for necessary action;
- Screens and directs phone calls customers to the appropriate officers and provides information where necessary;
- Researches files and documents to gather information so as to respond to callers and visitors;
- Prepares Annual Work Plan and Interim Evaluations;
- Performs any other related duties that may be assigned from time to time.

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

### **Core:**

- Excellent interpersonal, oral and written communications skills;
- Excellent planning, analytical and organizational skills;
- Ability to maintain confidentiality in matters of a sensitive nature;
- Ability to determine priorities and schedule and structure tasks in order to meet deadlines.
- Ability to work independently without close supervision;
- Ability to demonstrate a high level of professionalism and confidentiality;
- Ability to multi-task;

### **Technical:**

- Knowledge of Staff Orders, Public Service Regulations and the Ministry's personnel policies and procedures Knowledge of the Organization and maintenance of Filing Systems
- Knowledge of office practices and procedures
- Ability to create presentations, charts, graphs, databases, and spreadsheets.
- Proficiency in the use of various computer applications (Microsoft Word, Excel, Access, PowerPoint)

## **Minimum Required Education and Experience**

- Diploma in Business Administration, Human Resource Management or equivalent combined with a least two (2) years' related experience.

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

- Likely to experience frequent interruptions;
- Maybe required to work beyond normal working hours;
- Sitting for extended period.

Applications accompanied by Résumés should be submitted **no later than Wednesday, 12<sup>th</sup> July, 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.**



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