



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 **Corporate Services Division, Ministry of Education and Youth**:

1. **Customer Service Monitoring and Evaluation Manager (GMG/SEG 2) - Customer Service Branch**, salary range \$3,770,761 - \$5,071,254 per annum.
2. **Manager - Welfare (GMG/SEG 2) - Employee Relations Section**, salary range \$3,770,761 - \$5,071,254 per annum.
3. **Senior Training and Development Officer (GMG/SEG 1) - Human Resource Section**, salary range \$3,094,839 - \$4,162,214 per annum.
4. **Manager (GMG/SEG 1) - Security and Safety Section**, salary range \$3,094,839 - \$4,162,214 per annum.
5. **Training and Development Officer (GMG/AM 4) – Human Resource Development Section**, salary range \$2,478,125 - \$3,332,803 per annum.
6. **Administrator (GMG/AM 3) (Vacant) – Employee Relations/Welfare**, salary range \$1,984,305 - \$2,668,670 per annum.
7. **Administrative Assistant (GMG/AM 3) – Corporate Services Division**, salary range \$1,984,305 - \$2,668,670 per annum.
8. **Administrative Assistant (GMG/AM 1) – Security and Safety Section**, salary range \$1,272,269 - \$1,711,060 per annum.

1. Customer Service Monitoring and Evaluation Manager (GMG/SEG 2)

Job Purpose

Under the direction of the Director, Customer Service, the Manager, Customer Service M&E, is responsible for the co-ordination and implementation of the Ministry's Customer Service Monitoring and Evaluation Programme. Primarily, the Manager, Customer Service M&E will be responsible for monitoring and evaluating the value chain elements of: Service and Operational Planning, Service Awareness, Service Delivery Operations as well as general Customer Service Satisfaction.

Key Responsibilities

Technical/Professional:

- Develops and implements the Customer Service Evaluation Programme in collaboration with the Corporate and Strategic Planning Unit of the Ministry;
- Monitors and evaluates overall progress on achievement of results based on the Customer Service Balanced Scorecard;
- Collects data, analyses and reports on feedback from the Ministry's Mystery Shopper Programme;
- Conducts evaluation of the Customer Service Training/Sensitization Sessions (Head Office, Outstations, Departments and Agencies), in collaboration with the Human Resource Development Unit;
- Creates and utilizes a mix of feedback strategies to collect data on Divisional Services, the Library Services, Website, YouTube, inclusive of the use of surveys, and focus group discussions;
- Conducts evaluation of the quality of products and service offerings of the Ministry, its Portfolio Agencies and Departments;
- Evaluates internal Help Desk Services of the Ministry;
- Develops and executes internal and external Customer Service Surveys to determine customer satisfaction. Analyzes and reports on findings on a regular basis;

- Recommends strategies to the Director, Customer Service for improving efficiency and effectiveness by identifying bottlenecks to minimize or eliminate such bottlenecks;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- Prepares and submits Research Papers on Customer Service Programmes;
- Performs any other related duties that may be assigned from time to time.

Management/Administrative:

- Develops the Unit's Annual Operational Plans to be incorporated within the Branch's Operational Plan;
- Develops the Unit's Annual Budget and manages expenditure within budget ceilings;
- Develops and submits the Unit's Monthly, Quarterly, Half-Yearly and Annual Reports for relevant internal and external stakeholders of the Ministry;
- Represents the Division at meetings, seminars, workshops, conferences and other fora;
- Under the advice of the Director, Customer Service, liaises with relevant entities involved in the planning, development and implementation of Customer Service initiatives;
- Participates in quarterly meetings of the Intra-Ministerial Customer Service Team and prepare relevant Minutes and reports.

Human Resource:

- Co-ordinates and monitors the work of the M&E Unit of the Branch Monitors and evaluates the performance of direct report, prepares Performance Appraisal and recommend and/or attaining established personal and/or organizational goals;
- Provides leadership and guidance to direct report through effective planning, delegation, communication, training, mentoring and coaching;
- Participates in the recruitment of staff for the Unit;
- Ensures the welfare and development needs of staff in the Unit are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Unit's and Division's goals;
- Maintains, monitors Attendance Reports for all relevant members of staff;

Required Knowledge, Skills, and Competencies

Core:

- Good oral and written communication skills
- Good interpersonal skills
- Good problem-solving and decision-making skills
- Customer and quality focus
- Good planning and organizing skills
- Analytical and Methodical
- Integrity

Technical:

- Research Methods
- Use of Statistical Software
- Data Analysis
- Database Software Development
- Knowledge of the Ministry's Policies and Procedures
- Knowledge of GOJ Customer Service Policies and Procedures
- Strong facilitation skills
- Expertise in analyzing data using statistical software
- Experience in conducting research and analysing information

Minimum Required Education and Experience

- University Degree preferably in Business Administration, Economics or related field;
- Three (3) years of experience in the design and implementation of M&E/MIS projects implemented by Government;
- Experience in designing tools and strategies for data collection, analysis and production of reports;
- Proven ICT skills, especially in the development of MIS software using database software.

Special Conditions Associated with the Job

- Required to travel islandwide;

- Must possess a valid Driver's Licence and a reliable motor vehicle.

2. Manager - Welfare (GMG/SEG 2)

Job Purpose

Under the general direction of the Director, Employee Relations and Benefits, the Welfare Manager is responsible for the management and coordination of the Ministry's welfare programmes and staff functions. The incumbent is responsible for the development and implementation of special wellness programmes aimed at improving the welfare of staff within the Ministry.

Key Responsibilities

Technical/Professional:

- Develops, implements and administers the Staff Welfare Programmes of the Ministry (Central Ministry, Caenwood and Regional Offices) to effectively cater to the emergent needs of staff;
- Develops, implement and reviews a Welfare and Wellness Manual for the Ministry;
- Directs staff in making funeral arrangements, disseminating funeral announcements and arranging for transportation of staff to funerals where possible;
- Contacts and follows up with members of staff who may be ill, visiting them where possible and expressing the Ministry's concern;
- Incorporates and administers the Public Sector Employee Assistance Programme within the Ministry's Welfare Programme and ensures that affected individuals are provided with the appropriate assistance;
- Facilitates welfare workshops/sessions to staff to promote a work life balance;
- Participates in meeting and workshops for the purpose of conveying and or gathering information required to help sustain and improve the Ministry's wellness programme;
- Develops Annual Schedule of Welfare activities to promote a harmonious working relationship among staff;
- Manages the Ministry's social activities such as Annual Fun day, Christmas Party and other recreational/celebratory occasions;
- Recommends policies/strategies and establishes procedures geared towards remedying situations which adversely affect the effectiveness of staff;
- Develops Budget to forecast funding required for planned programmes and activities;
- Performs any other related duties that may be assigned from time to time.

Management/Administrative:

- Prepares and implements the Strategic Business, Operational and Work Plans for the Welfare Unit;
- Conducts employee opinion surveys analyzes results and develops action plans that address responses;
- Participates in the formulation of policies, procedures and strategies geared towards remedying situations which adversely affect the productivity of staff;
- Leads, prioritizes and monitors the day-to-day operation of the Unit 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;
- Plans, directs, supervises and co-ordinates work activities of staff relating to areas of responsibility;
- Establishes and maintains an updated Filing System that facilitates easy retrieval of records;
- Prepares periodic and special documentation and reports on areas of responsibility.

Human Resource:

- Provides leadership to staff through effective objective/goal setting, delegation, and communication;
- Monitors the routine operations of the Unit and oversees and participates in the review and evaluation of the work of staff members;
- Identifies and manages the developmental and welfare needs of staff in the Unit;
- Conducts Performance Appraisal of staff as required, Quarterly and Annually;
- Fosters teamwork, a harmonious working environment and promotes collaborative working across Divisions/Units;
- Ensures that training and other development needs of employees are adequately identified and addressed;
- Promotes the building of institutional knowledge for the Unit by ensuring that established systems and procedures are documented and disseminated;

- Recommends Vacation Leave and approves Sick and Departmental Leaves for staff in the Unit and participates in the administration of staff benefits in keeping with established Human Resource policies;
- Recommends disciplinary action in keeping with established Human Resource policies;
- Conducts Unit Meetings as required;
- Ensures that staff adhere to the policies and procedures of the Ministry and the GOJ;
- Ensures that staff is provided with adequate and appropriate physical resources to enable them to undertake their duties efficiently and effectively.

Required Knowledge, Skills, and Competencies

Core:

- Strong written and oral communication skills
- Strong interpersonal skills
- High level of initiative, professionalism and confidentiality
- Ability to promote teamwork and co-operation
- Excellent conflict management and problem-solving skills
- Keen attention to details
- Strong knowledge of budget preparation
- Excellent planning and organizing skills

Technical:

- Knowledge of the GOJ staff policies, procedures and regulations (Staff Orders 2004, Public Service Regulations 1961, MOFP circulars)
- Good coaching, mentoring and conflict resolution skills
- Proficiency in Microsoft Office Suite;
- Strong interpersonal and problem-solving skills
- Strong knowledge of the Public Sector Employee Assistance Programme (EAP)
- Strong knowledge of the socio-economic programmes/facilities available to the Public Sector
- Strong knowledge of counselling and stress management techniques

Minimum Required Qualification and Experience

- Bachelor's Degree in Human Resource Management or any other related discipline;
- Three (3) years' experience in a similar capacity;
- Training in Counselling or Psychology would be an asset;
- Training in Stress Management/Conflict Management would be an asset.

Special Condition Associated with the Job

- Required to travel in the execution of duties;
- Exposure to stressful situations and may have to contend with disturbing situations;
- Must possess a valid Driver's Licence and own a reliable motor vehicle;
- May be required to work beyond normal working hours;
- May be required to work public holidays and weekends.

3. Senior Training and Development Officer (GMG/SEG 1)

Job Purpose

Under the general supervision of the Director, Human Resource Development, the Senior Training and Development Officer will be responsible for supporting/assisting with a range of people development and training programmes that prepares employees to meet the needs of the Ministry by way of fostering a culture of learning and productivity.

Key Responsibilities

Technical/Professional:

- Designs, develops and implements training programmes in collaboration with Unit Heads and Regional Directors, to meet the professional development needs of staff, including the enhancement of their job functions;
- Manages the technical arrangements of the training, including engagement with training providers and partners and the development of training materials;
- Participates in the design, implementation and maintenance of Onboarding and Orientation interventions to ensure transfer of organisational ethos and culture;

- Co-ordinates Onboarding and Orientation Programmes for new recruits;
- Maintains evidence-based approaches to manage internal metrics and statistics relating to HRD business processes;
- Maintains a training and people development database;
- Checks and submits applications for training to relevant institutions;
- Obtains guidance/advice/clarification from the Office of the Services Commissions and SHRMD regarding training for staff;
- Advises officers regarding the outcome of nominations for all courses;
- Circulates local/overseas training programmes to staff;
- Provides advice to Heads of Departments/Division on training matters;
- Prepares Human Resource Executive/Management Committee (HRMC and HREC) submissions regarding Day Release/Study Leave applications;
- Analyzes and assesses the 'return on investment' of training or development programmes to inform future decision making processes;
- Manages feedback sessions to ensure continuous improvements of the Training Sessions;
- Researches organizations and Bodies that award grants or provide funding towards training and development;
- Undertakes training and development related research to support programme and policy recommendations and to ensure programmes reflect international best practices;
- Participates in the development of Standing Operating Procedures in relation to training and development;
- Monitors the inventory of training equipment and materials;
- Verifies all necessary training documentations for payments are in place and that payments are made.

Management/Administrative:

- Prepares the Annual Work Plan in accordance with PMAS standards;
- Supports the Director with preparing the Section's Annual Budget and Operational Plan;
- Builds and sustains professional relationships with stakeholders in the Private and Public Sectors in support of training and development initiatives;
- Attends meetings, conferences, seminars as required;
- Participates in the procurement of services offered for training programmes through collaboration with the Director;
- Leads, prioritises 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;
- Builds and maintains professional relationships with external and internal clients of the Ministry;
- Keeps abreast of trends and changes in operations management and service delivery and recommends/implements changes where necessary to improve the service quality and productivity of the Branch and Organization;
- Provides guidance to staff through coaching, mentoring and training, providing assistance and support as needed;
- Ensures that staff is aware and adheres to the policies, procedures and regulations of the Ministry of Education and Youth;
- Identifies development programmes and makes recommendation for staff to attend such programmes;
- Ensures that the necessary tools, equipment and furniture is identified and provided for productive work;
- Prepares monthly and Annual Reports;
- Performs any other related duties that may be assigned from time to time.

Human Resource:

- Develops and manages the performance of staff, including transferring skills, motivating staff through coaching and mentoring, arranging for training, setting performance targets, monitoring performance, providing feedback to staff and initiating corrective action where necessary to improve performance;
- Promotes the building of institutional knowledge by ensuring that established systems and procedures are documented and disseminated;
- Participates in the recruitment and selection of staff and recommends movement when appropriate;
- Recommends Vacation Leave and approves Sick and Departmental Leave for staff and participates in the administration of staff benefits in keeping with established Human Resource policies;
- Recommends disciplinary action in keeping with established Human Resource policies;
- Conducts monthly and other ad hoc staff meetings as required;

- Ensures staff adheres to the policies and procedures of the Ministry and the Division;
- Ensures that staff is provided with adequate and appropriate physical resources to enable them to undertake their duties effectively and efficiently;
- Collaborates with the Human Resource Management Branch in developing and implementing a Succession Planning Programme to ensure continuity of skills and competencies of staff and personal development and career advancement of employees;
- Fosters teamwork, a harmonious working environment and promotes collaborative working relations;
- Conducts Performance Appraisals of staff supervised for required purpose and at required intervals.

Required Knowledge, Skills, and Competencies

Core:

- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem-solving skills
- Strong leadership 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

Technical:

- Good knowledge of Adult Learning strategies and practices
- Good knowledge of HRM&D/People Principles and Techniques
- Good knowledge of the Government of Jamaica's legislative arrangements underpinning the HRM&D/People functioning, for example Public Service Regulations, Records and Information Management Policies, Access to Information, SHRMD Policies, etc.
- Good Knowledge of GOJ ICT policies and systems
- Good knowledge of programme monitoring and evaluation frameworks
- Strong ability to synthesize multiple ideas and complex information into a coherent summary, as in reports and briefing notes, and to make cogent recommendation for the modification or creation of legislation, policies and programmes
- Good verbal and written communication skills, with the ability to deliver presentation with tact, clarity, enthusiasm and accuracy to widely varied audiences
- A high level of initiative and self-motivation
- Demonstrated interpersonal and negotiation skills
- Aptitude for developing and maintaining collaborative relations with team members both within and outside the Ministry
- Knowledge of computerized systems and software, with an emphasis on the MS Office suite and projects.

Minimum Required Education and Experience

- Bachelor's Degree in Human Resource Management/Public/Business Administration or related field with at least three (3) years working in a related field;
- Experience in training needs analysis, training design and development and training delivery;
- Training in Supervisory Management would be an asset.

Special Conditions Associated with the Job

- Required to work overtime to meet deadlines;
- Required to travel island wide to attend conferences, seminar and meetings;
- Must possess a valid Driver's Licence and a reliable motor vehicle.

4. Manager (GMG/SEG 1)

Job Purpose

Under the general direction of the Director- Property, Security, Asset Management and Office Services, the Security and Safety Manager plans, directs and co-ordinates the deployment of security personnel in providing adequate security coverage of the Ministry's facilities (Heroes Circle,

Caenwood, and Regions), to ensure the security and safety of the Ministry's staff, assets, documents and records.

Key Responsibilities

Technical/Professional:

- Develops and manages work schedules Special District Constables to provide adequate security coverage of facilities/assets at the Heroes Circle, Caenwood, and Regional locations;
- Conducts inspections of Heroes Circle, Caenwood and Regions facilities daily, including public holidays, to ensure the security measures implemented are adequate;
- Develops, implements and manages an Emergency Plan to respond to and prevent/minimize the loss to lives and asset in the event of an emergency/disaster;
- Monitors Special District Constables on duty to ensure adherence to security and Ministry guidelines and protocols;
- Investigates, respond to, prepares reports on any irregularities such as security breaches, theft, unauthorized personnel or unusual occurrences in order to minimize or deter the development of dangerous situations;
- Manages the Ministry's fire prevention and other emergency programmes in respect of the Heroes Circle/Caenwood/Agencies including: safety standards, earthquake and fire drills; and training in emergency evacuation procedures, fire safety and the use of emergency equipment; and makes arrangements with the Jamaica Fire Brigade for periodic fire prevention inspection;
- Evaluates and assesses special security requirements of high-risk areas and provides technical advice on security measures which should be in place;
- Manages and monitors the provision and the assignment of Swipe Cards to staff to facilitate accountability and to encourage safety of staff and Ministry assets;
- Assesses the need for and recommends security/safety improvements for the benefit of the Ministry's employees, visitors and assets;
- Develops and manages a Lost and Found Centre to ensure that items are properly secured until reclaimed by the owner with appropriate identification;
- Ensures that a comprehensive Records Management System is in place to house and secure a comprehensive Filing System;
- Undertakes any related duties as assigned by the Director.

Management/Administrative:

- Prepares and manages the Budget, Operational and Work Plans for the Safety and Security Unit;
- Leads, prioritises and monitors the day-to-day operation of the Unit 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;
- Reviews best practices and recommends strategies that will improve safety and security functions;
- Provides guidance to staff through coaching, mentoring and training, providing assistance and support as needed;
- Ensures that staff is aware of and adheres to the relevant policies, procedures and regulations of the Ministry of Education, Youth and Information;
- Identifies development programmes and makes recommendation for staff to attend such programmes;
- Ensures that the necessary tools, equipment and furniture is identified and provided for productive work;
- Performs any other related duties that may be assigned from time to time.

Human Resource:

- Provides leadership to staff through effective objective/goal setting, delegation, and communication;
- Monitors the routine operations of the Unit and oversees and participates in the review and evaluation of the work of staff members;
- Identifies and manages the developmental and welfare needs of staff in the Unit;
- Conducts Performance Appraisal of staff as required, Quarterly and Annually;
- Fosters teamwork, a harmonious working environment and promote collaborative working across Divisions/Units;
- Ensures that training and other development needs of employees are adequately identified and addressed;
- Promotes the building of institutional knowledge for the Unit by ensuring that established systems and procedures are documented and disseminated;

- Recommends Vacation Leave and approves Sick and Departmental Leaves for staff in the Unit and participates in the administration of staff benefits in keeping with established Human Resource policies;
- Recommends disciplinary action in keeping with established Human Resource policies;
- Conducts staff meetings as required;
- Ensures that staff adhere to the policies and procedures of the Ministry and the Unit;
- Ensures that staff is provided with adequate and appropriate physical resources to enable them to undertake their duties efficiently and effectively.

Required Knowledge, Skills, and Competencies

Core:

- Good management, planning and decision making skills
- Good oral and written communication, interpersonal and team skills
- High level of initiative, professionalism and good work ethics
- Excellent time management and organization skills
- Attention to detail
- Ability to multi-task
- Ability to work under pressure
- Sound judgment with a practical, problem-solving approach
- Ability to exercise tact and restraint in the face of direct provocation or unfair criticism
- Ability to demonstrate a high level of confidentiality

Technical:

- Knowledge of the Ministry's policies, procedures and regulations
- Sound knowledge of management and supervisory principles and practices
- Sound knowledge of security procedures
- Sound working knowledge of security best practices and legislation affecting the security industry Proficiency in Microsoft Office Suite

Minimum Required Education and Experience

- Degree in Business/Public Administration/Management or equivalent with at least three (3) years' experience in security management at a supervisory level.

Special Conditions Associated with the Job

- May be exposed to security risks;
- Required to conduct checks on premises and security personnel outside of normal office hours including public holidays and weekends;
- Works indoors and outdoors;
- May be exposed to wind, rain, sun and dusty conditions;
- Required to travel locally;
- Must possess a valid Driver's Licence and a reliable motor vehicle

5. Training and Development Officer (GMG/AM 4)

Job Purpose

Under the general supervision of the Senior Training and Development Officer, the Training and Development Officer is responsible for co-ordinating the design, development, implementation, and evaluation of training programmes to meet the professional development needs of the Ministry's staff.

Key Responsibilities

Technical/Professional:

- Identifies and assess future and current training needs in collaboration with Annual Performance Appraisals and in consultation with line Managers to meet the professional development needs of relevant staff, and the enhancement of their job functions;
- Ensures that staff is suitably notified of training programmes available locally and overseas;
- Liaises with other Government Ministries, Agencies and Professional Institutions regarding matters of access to and participation in training programmes and conferences locally and overseas;
- Co-ordinates essential courses with technical and professional courses offered by the various institutions and assign training procedures;

- Organizes ongoing technical training and Personal Development Programmes for staff members, in collaboration with the Senior Training and Development Officer;
- Co-ordinates and conducts Orientation Sessions and arrange for on-the-job training for new employees;
- Provides formal and informal feedback to Senior Training and Development Officer and staff on training programmes attended;
- Maintains an inventory of training equipment and materials;
- Develops and maintains, in collaboration with the Senior Training and Development Officer, Training Schedule to ensure proper order and functionality at all times;
- Processes the applications of staff to attend external training programmes/courses;
- Performs other related duties that may be assigned from time to time by the Senior Training and Development Officer.

Required Knowledge, Skills, and Competencies

Core:

- Well-developed interpersonal, verbal, and written communication skills
- Well-developed oral presentation skills
- Well-developed planning and organizing skills
- Ability to build and maintain effective and collaborative working relationships at all levels within the Ministry and with external interest groups
- Ability to demonstrate a high level of initiative, professionalism and confidentiality
- Detail and results oriented

Technical:

- Knowledge of the Education Act and Regulations and relevant policies and procedures
- Sound knowledge of Government of Jamaica Human Resource Management policies and practices
- Sound knowledge of Government of Jamaica Human Resource Management policies and practices
- Working knowledge of planning, developing, facilitating, and delivering training programmes
- Proficiency in the use of relevant MS Office applications

Minimum Required Qualification and Experience

- Bachelor's Degree in Human Resource Management/Public/Business Administration or related field with at least two (2) years working in a related field.

Special Conditions Associated with The Job

- Required to travel away from base from time to time to facilitate training activities;
- Must possess a Drivers License and motor vehicle.

6. Administrator (GMG/AM 3)

Job Purpose

Under the direction of the Manager, Welfare Unit, the Administrator is responsible for providing administrative, secretarial, and clerical support in co-ordinating counseling appointments, scheduling meetings, compiling reports and correspondence as well as creating and updating staff files while providing customer service to the Unit, for the efficient and effective functioning of the Unit.

Key Responsibilities

Technical/Professional:

- Provides administrative support to the Manager, including:
 - ✓ Managing calendar and schedules and providing regular updates;
 - ✓ Co-ordinating travel plans, meetings and making arrangements for training;
 - ✓ Preparing agendas and packages for meetings;
- Provides secretarial and clerical support to the Manager, including:
 - ✓ Taking and reproducing Minutes of meetings;
 - ✓ Processing incoming and outgoing correspondence;
 - ✓ Responding to routine enquiries;
 - ✓ Composing and preparing correspondence, memoranda, other documents, and presentations;
 - ✓ Making photocopies, fax and mailing;

- Assists in compiling, collating, editing and preparing reports;
- Schedules and or organizes Counselling Sessions for staff with Welfare Unit or with certified Counsellors/Psychologists;
- Prioritizes and follows-up on issues and concerns addressed to the Manager and refer and/or respond as appropriate;
- Receives and screens incoming calls and visitors, provides information or access, takes messages or refer to appropriate staff, as deemed appropriate;
- Establishes and maintains files and records, electronic and hard copy, in accordance with established policies and regulatory guidelines, to ensure the efficient and effective delivery of services, confidentiality, easy retrieval, safe custody and an Audit trail;
- Participates and assists with the revision, development and dissemination of policies and procedures;
- Processes routine requisitions to pay bills, clear expenses and/or order supplies;
- Maintains an adequate inventory of office supplies;
- Maintains leave and attendance records;
- Maintains knowledge of Industrial Relations systems, policies, procedures and practices so as to be able to respond appropriately to enquiries, complaints or issues;
- Demonstrates professionalism, credibility and integrity in the performance of functions so as to enhance and maintain a positive and credible image of the Manager's Office;
- Performs any other related duties that may be assigned from time to time by the Manager.

Required Knowledge, Skills, and Competencies

Core:

- Excellent oral and written communication skills
- Excellent planning, organizing, and time management skills
- Well-developed interpersonal 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 and schedule and structure tasks in order to meet deadlines
- Ability to work independently without close supervision
- High level of stress tolerance
- Attention to detail

Technical:

- Knowledge of the Education Act and Regulations
- Knowledge of office management clerical and administrative procedures and systems
- Thorough Knowledge of the Staff Orders, Public Service Regulations, the Education Regulations and
- the Ministry of Education's Terms and Conditions of Employment of the Non-Teaching Staff
- Good knowledge of Labour Laws and Industrial Relations practices
- 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

- Associate Degree in Administration/Management Studies or equivalent with at least two (2) years related working experience.
- Or**
- Diploma in Public Administration or Management Studies;
 - With Three (3) years' experience in administration.

Specific Condition Associated with the Job:

- Required to work beyond normal working hours.

7. Administrative Assistant (GMG/AM 3)

Job Purpose

Under the direct supervision of the Manager, Fleet and Transportation Co-ordination, the Administrative Assistant is responsible for providing proactive administrative and secretarial support in ensuring the efficient and effective co-ordination of activities and for the issuance, retrieval and safekeeping of Fuel/Petrol Cards and the preparation of payment vouchers.

Key Responsibilities

Technical/Professional:

- Provides proactive administrative support to the Manager in ensuring the efficient and effective co-ordination of activities and the achievement of the goals and objectives of the Section by:
 - ✓ Managing the Manager's calendar and schedules and providing regular updates
 - ✓ Arranging travel plans and itineraries
 - ✓ Co-ordinating Management Meetings, conferences, and other events
 - ✓ Preparing and distributing agendas and packages for meetings
 - ✓ Reviewing, collating, and compiling of reports
- Provides secretarial support to the Manager, including:
 - ✓ Taking and transcribing dictation and taking and reproducing Minutes of Meeting;
 - ✓ Processing incoming and outgoing correspondence
 - ✓ Responding to routine enquiries
 - ✓ Composing and preparing correspondence, memoranda, other documents, and presentations
- Researches, compiles and prepares reports and briefs the Manager accordingly;
- Prioritizes and follows-up on issues and concerns addressed to the Manager and refers and/or responds as appropriate;
- Receives and screens visitors to the Manager's Office, provides information or access, refers to appropriate staff, takes messages and/or other action, as deemed appropriate;
- Receives and screens incoming calls, refers to the Manager or appropriate staff, or provide information as appropriate;
- Establishes and maintains confidential files and Records Management Systems, electronic and hard copy, in accordance with established policies and regulatory guidelines;
- Maintains an adequate inventory of office supplies to meet the needs of the Manager's Office;
- Prepares the Duty Roster for and assigns drivers in the absence of the Manager;
- Receives and records requests from Units within the Ministry for driver services and passes on to the Manager for a determination.

Management/Administrative:

- Issues and collects Fuel/Petrol Cards to Drivers in keeping with the directives from the Manager, ensuring that a record is kept of the Cards issued while ensuring that the fuel/petrol Issue Book is updated;
- Maintains safe custody of Fuel/Petrol Cards and the keys for the vehicles of the Unit;
- Prepares promptly payments for fuel/petrol bill for the Ministry's vehicular fleet;
- Ensures that the following records are periodically updated:
 - ✓ Motor vehicle operational efficiency (Quarterly);
 - ✓ Refund of fuel/petrol already paid for on behalf of the various projects and Regions (Bi-monthly);
- Assists with the preparation and verification of Overtime Claims by Drivers before dispatching to Accounts; Prepares Weekly and Monthly Reconciliation Report on fuel/petrol usage versus mileage and consumption;
- Performs other related duties that may be assigned from time to time by the Manager.

Required Knowledge, Skills, and Competencies

Core:

- Excellent verbal and written communication skills
- Excellent planning, organizing, and time management skills
- Well-developed interpersonal 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 and schedule and structure tasks in order to meet deadlines
- Ability to work independently without close supervision
- High level of stress tolerance
- Attention to detail

Technical:

- Knowledge of office management and secretarial procedures and practices
- Knowledge of the organization and maintenance of filing systems
- Ability to review several reference sources, select and synthesize data for reports and other forms of correspondence
- 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

- Associate Degree in Administration/Management Studies or equivalent with at least two (2) years related working experience.

Or

- Diploma in Public Administration or Management Studies;
- Three (3) years' experience in administration.

8. Administrative Assistant (GMG/AM 1)**Job Purpose**

Under the direct supervision of the Manager, Security and Safety Unit, the Administrative Assistant is responsible for providing secretarial support in co-ordinating activities, scheduling meetings, compiling reports and correspondence as well as providing customer service to the Unit's operations for Heroes Circle, Canewood and Regional Offices while maintaining honesty, integrity, and professionalism in the performance of duties.

Key Responsibilities**Technical/Professional:**

- Provides support to the Manager in ensuring the efficient and effective co-ordination of activities and the achievement of the goals and objectives of the Unit by:
 - ✓ Managing the Manager's calendar and schedules and providing regular updates
 - ✓ Arranging Travel Plans and Itineraries
 - ✓ Co-ordinating management meetings, conferences, and other events
 - ✓ Reviewing, collating, and compiling of reports
- Provides secretarial support to the Manager, including:
 - ✓ Processing incoming and outgoing correspondence
 - ✓ Responding to routine enquiries
 - ✓ Composing and preparing correspondence, memoranda, other documents, and presentations
- Reviews, proofreads, and edits documents & Reports prepared for the Manager's signature;
- Researches, compiles and prepares reports and briefs for the Manager accordingly;
- Assists the Manager in procuring uniforms and related equipment for Special District Constables (SDCs);
- Assists the Manager in collecting uniform measurements from SDCs;
- Requests quotations from suppliers for the procurement of uniforms for SDCs;
- Assists the Manager in the distribution of uniforms and other supplies to the SDCs;
- Procures swipe cards from relevant suppliers according to Government procurement guidelines;
- Collaborates with the Procurement Unit to ensure adherence to Procurement procedures;
- Activates and issues Security Swipe Cards to Ministry staff;
- Secures and returns with proper identification, valuables lost and found accordingly;
- Prioritizes and follows-up on issues and concerns addressed to the Manager and refers and/or responds appropriately;
- Receives and screens visitors and calls to the Manager's Office, provides information or access, takes messages and/or other action, as deemed appropriate;
- Establishes and maintains confidential files and Records Management Systems, electronic and hard copy, in accordance with established policies and regulatory guidelines;
- Maintains an adequate inventory of Office supplies to meet the needs of the Manager's Office;
- Participates and assists with the revision, development and dissemination of policies and procedures;
- Maintains knowledge of systems, policies, procedures and practices so as to be able to respond appropriately to enquiries, complaints or issues;

- Performs other related duties that may be assigned from time to time by the Manager.

Required Knowledge, Skills, and Competencies

Core:

- Excellent verbal and written communication skills
- Excellent planning, organizing, and time management skills
- Well-developed interpersonal 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 and schedule and structure tasks in order to meet deadlines
- Ability to work independently without close supervision
- High level of stress tolerance
- Attention to detail

Technical:

- Knowledge of office management and secretarial procedures and practices
- Knowledge of the organization and maintenance of filing systems
- Ability to review several reference sources, select and synthesize data for reports and other forms of correspondence
- Knowledgeable of the Government's Procurement guidelines and procedures
- 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, and database management

Minimum Required Qualification and Experience

- Four (4) GCE O'Levels or CSEC subjects at the General Proficiency Level including, English Language with one(1) year related working experience.

Special Condition Associated with the Job:

- Required to work beyond normal working hours.

Applications accompanied by Résumés should be submitted **no later than Thursday, 20th July, 2023 to:**

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

Email: 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**