



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

CIRCULAR No. 290 **OSC Ref. C.6222¹⁰**

4th July, 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 **Post and Telecommunications Department**:

1. **Senior Director, Corporate Services (GMG/SEG 5)**, salary range \$6,820,273 - \$9,172,509 per annum.
2. **Corporate Secretary/Legal Officer (JLG/LO 3)**, salary range \$5,597,715 - \$7,528,305 per annum.

1. Senior Director, Corporate Services (GMG/SEG 5)

Job Purpose

The Senior Director, Corporate Services (GMG/SEG 5) is responsible for leading and directing the development and implementation of programmes and strategies of the Branches under his/her portfolio; ensuring adequate support services are provided to the Divisions and Postal Operations within the Post and Telecommunications Department in accordance with legalization and policies, to meet the strategic and operational objectives of the Organization.

Key Responsibilities

Management/Administrative:

- Participates in the Strategic and Operational Planning process for the Department;
- Leads in the development and implementation of the Strategic, Corporate and Operational Plans, projects and related Budgets for the Branch;
- Provides advice and recommendations to the Postmaster General and Senior Managers on postal services administration;
- Represents the Department at forums, conferences, meetings and seminars and disseminates information/knowledge gained to Senior Managers and staff and implements changes where appropriate;
- Ensures that Corporate Services are delivered efficiently across all Divisions and that the highest level of customer service is maintained;
- Co-ordinates the preparation of responses to Audit queries pertinent to the Corporate Services Branch;
- Maintains effective working relationships with external and internal stakeholders and clients, ensuring that the Division provides a consistently high level of service to them;
- Provides policy interpretation, guidance/advice to the Postmaster General and Senior Managers to ensure effective co-ordination of the PTD's functions and compliance with/adherence to existing Public Service regulations/policies;
- Improves efficiency and ensures cost reduction by initiating innovation and or changes in internal management approaches, practices, systems, procedures, and policies;
- Encourages compliance by sharing policy/procedural changes and other relevant issues with staff;
- Deputizes for the Postmaster General at meetings, functions, local and international conferences and workshops as directed;
- 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 to reduce waste in the Organization.

Technical/Professional:

- Oversees the development and implementation of modernized corporate policies and services and ensures that they remain responsive to the changing needs and requirements of the Post and Telecommunications Department;
- Monitors the performance of the Branch against targets and milestones and approved budgetary allocation;
- Leads in the development and implementation of the overall Divisional Work Plan and the Individual Work Plans for employees within the Branch; ensuring that they are aligned to

the Operational Plan and that staff is effectively utilized and productivity of the Branch optimized;

- Ensures the development/review and implementation of Operational Systems and procedures to guide the effective delivery of services by the respective Units within the span of control;
- Examines periodic reports submitted by Divisional Heads and ensures actions are taken and/or appropriate responses provided on corporate services related matters;
- Monitors the implementation of initiatives to ensure conformance with Government guidelines and internal policies;
- Conducts risk and feasibility assessments of strategies regarding functional areas;
- Provides technical advice to Executive Management and Heads of Division and Postal Branch Managers in relation to functional areas informed by governing legislation, regulations, Government policies and best practices;
- Undertakes initiatives to improve quality of work processes through consultations with stakeholders;
- Ensures that appropriate Service Level Agreements are in place for responsible functional areas as necessary, informed by the Branch's capacity and best practices in customer service standards.

Administration and Asset Management:

- Leads in the development and implementation of strategic initiatives to enhance asset management based on co-ordination with diverse, stakeholders, including Heads of Divisions, Ministry of Finance and Public Service and Auditor General's Department;
- Reviews and provides direction for overarching strategies and procedures regarding operations within the various functional areas and evaluates their continued relevance in light of environmental changes;
- Reviews/participates in the implementation of the Disaster Recovery Plan for equipment, information and furniture for the Corporate Office and all office locations island wide;
- Ensures that the Office/Asset Management Functions are undertaken in a manner that enhances the performance of the Department.

Procurement Management:

- Manages the development of the Procurement Plan for the Branch based on analysis of resource needs and allocations;
- Ensures the implementation of the Procurement Policies and Procedures, which fosters cost savings and value for money;
- Conducts analysis of procurement practices within the Department to provide advice on projected timelines and efficiency of procedures;
- Leads and reviews the preparation of required reports to the Office of the Contractor General;
- Reviews contracts and tenders for conformance to Government guidelines and policies;
- Directs the analysis of market and delivery systems in order to assess present and future resource availability;
- Oversees the preparation of submissions to the National Contract Commission and to Cabinet as required;

Facilities and Property Management:

- Oversees and monitors lease negotiations with various property owners, ensuring critical property requirements of the Department are taken into account;
- Monitors the development and implementation of Project Plans for redesigned office layouts and ensures conformity to Government/Departmental policies procedures and guidelines;
- Reviews analysis of the Department's space requirements based on emerging needs and structures;
- Contributes to cost saving and energy efficiency strategies to improve the operating efficacy of the Department;
- Ensures the preparation of annual updates of the PTD's Five (5) year (Strategic Plan) Building and Maintenance Plan for submission to the Ministry of Science Energy and Technology (MSET);
- Oversees the preparation and submission of the Annual Capital and Recurrent Budgets including costs for acquisition of property, new construction, embedment of safes and minor building repairs;
- Ensures the proper management of the rental of private premises by the Department; including liaison with the National Land Agency (NLA) in brokering rental agreements;
- Represents the Department in the negotiation brokerage of lease/rental agreements for space available in the Department's offices island wide and ensures that the arrangements are managed in keeping with the agreement instruments.

Human Resource Management and Development:

- Monitors the administration of policies and programmes ensuring consistency, equity and the maintenance of good HRMD practices;
- Oversees the implementation of an effective Recruitment and Selection Programme aimed at selecting and retaining competent and productive employees, in keeping with established Government guidelines;
- Leads in the development and oversight of the implementation of an effective Recruitment and Selection programme aimed at selecting and retaining competent and productive employees, in keeping with established Government guidelines;
- Establishes an Employee Development Programme which provides opportunities for maximizing the potential of employees and identifying career development options;
- Ensures the implementation of the Performance Management and Appraisal System (PMAS) in PTD by providing leadership and guidance to facilitate effective and efficient implementation of all facets of the initiative;
- Ensures the periodic review and analysis of the PTD's structure and manpower needs and makes recommendations for adjustments where necessary to meet the changing requirements of operational objectives as indicated in the PTD's Strategic Planning Process;
- Establishes and maintains an effective and harmonious relationship with Trade Unions and staff associations representing employees within the Ministry and assigned entities.

Information and Communications Technology:

- Oversees the provision of Information Technology Systems to transform and modernize the operations of the PTD;
- Ensures the development and implementation of an information systems strategy for the PTD;
- Promotes the use of Information Technology as an agent to transform and modernize the PTD's operations and strategies;
- Ensures the design and development of new enabling technologies are in keeping with needs and priorities of PTD.

Customer Services and Corporate Communications and Public Relations:

- Ensures the development and implementation of a Strategic Communication Plan and Programmes for the Post and Telecommunication Department;
- Reviews monthly updates on Corporate Communications and Public Relations activities in relation to the PTD and makes recommendations where necessary;
- Ensures media requests are responded to and represents the Department on issues attracting media coverage;
- Oversees the preparation of activities for the roll out of new products and services offered by the Post and Telecommunications Department;
- Ensures that regular customer service/marketing surveys are conducted to assist in the assessment process;
- Leads the consultation with Executive Management, Regional Managers, and the Quality Assurance Manager in developing customer service procedures, policies and standards for the Department;
- Analyzes statistics or other data to determine the level of customer service being provided by the Department.

Human Resource Management:

- Provides strategic direction to the development and delivery of training and development initiatives for staff of the Department;
- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommend and/or initiates corrective action where necessary to improve performance and/or attaining established personal and/or organizational goals;
- Participates in the recruitment of staff for the Branch and recommends transfer, promotion, termination and leave in accordance with established Human Resource policies and procedures;
- Provides leadership and guidance to Direct Reports through effective planning, delegation, communication, training, mentoring and coaching;
- Facilitates welfare and development of staff in the Branch;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and Organization's goals;
- Ensures the development and implementation of a Succession Planning Framework for the Department;
- Prepares and conducts presentations on role of the Branch for the Orientation Programme
- Approves travelling itineraries for Divisional Heads falling under direction and certifies resultant claims as submitted;
- Approves requests for Departmental and Sick Leave and recommends Vacation Leave;

- Consults with the Director, HRM&D and the Postmaster general on all matters which could lead to industrial unrest or strike action; recommends to the Human Resource Management and Development Branch disciplinary action or dismissal of any employee who seriously contravenes his/her terms of employment;
- Presides over Management Committees dealing with delegated functions under staff orders as appropriate;
- Ensures the implementation of a PMAS in PTD by providing leadership and guidance to facilitate effective and efficient implementation of all facets of the initiative;
- 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 interpersonal skills
- Excellent problem-solving and decision making skills
- Integrity
- Initiative
- Adaptability
- Customer and quality focus
- Teamwork and co-operation
- Gold/result oriented
- Compliance

Functional/Technical

- Strategic Vision
- Financial and Business Acumen
- Managing Partners
- Managing External Relationships
- Excellent leadership skills
- People Management
- Excellent use of technology
- Methodical
- Change Management skills
- Excellent analytical thinking skills
- Excellent planning and organizing skills
- Impact and Influence
- Excellent knowledge of the principles of policy development, analysis and evaluation
- Knowledge of risk management principles
- Excellent knowledge of the principles of effective Human Resource Management
- Knowledge of the Staff Orders, Public Service Regulations, and other relevant government regulations
- Proficiency in the use of information technology and productivity software, such as Microsoft Office
- Excellent knowledge of Government procurement policies, Act and Regulations
- Knowledge of the Financial Administration and Audit Act
- Excellent working knowledge of the GOJ budgeting process

Minimum Required Qualification and Experience

- Master's in Business Administration or Public Administration or comparable qualifications in the Social Sciences, from an accredited tertiary institution;
- Eight (8) years of related working experience in general management, five (5) of which should be at the management level preferably in the Public Sector, or in an organization of similar size and complexity.
- Proven experience in managing change;
- Certification in Procurement;
- Certificate in Project Management would be an asset.

Special Condition Associated with the Job

- May be required to work beyond normal working hours and travel extensively locally and internationally.

2. Corporate Secretary/Legal Officer (JLG/LO 3)

Job Purpose

The Corporate Secretary is responsible for the efficient and effective administration of the governance function of the Postal Corporation of Jamaica Board. The incumbent ensures compliance with statutory and regulatory requirements, and that the decisions of the Board of Management (BoM) are implemented and corporate matters advanced.

The incumbent is the primary source of advice on the conduct of business and ensures that the Corporation complies with financial and legal best practices and maintains standards of sound corporate governance. Also, the incumbent is responsible for providing legal advice and guidance to the Chief Executive Officer (CEO) and Board of Directors on all major legal issues, major opinions, legal review of documents and briefings/correspondence prepared for senior officials.

Key Responsibilities

Technical/professional:

Legal:

- Provides legal advice and guidance to the Chief Executive Officer and all Divisions of the Corporation including guidance on all major legal issues, major opinions, legal review of documents and briefings/correspondence prepared for senior officials;
- Advises and engages Directors, CEO and other staff about changes in international and other obligations based on ongoing research;
- Prepares, peruses and vets contracts, lease agreements and other legal documentation;
- Provides general legal advice to the Corporation on all aspects of the law as it affects the Corporation's operations;
- Instructs the Attorney General's Chambers on behalf of the Corporation;
- Functions as a liaison between the Corporation and other legal departments such as the Office of the Director of Public Prosecution, Attorney General, Jamaica Customs, Legal Reform Division and the Chief Parliamentary Counsel, among other Ministries, Department and Agencies (MDA);
- Makes recommendations to the relevant officers of the Corporation to undertake investigations, as well as preparation of statements, affidavits to facilitate the proper representation of the Corporation in litigious matters;
- Oversees the development of new and amended legislation and attendant policies and Guidelines;
- Prepares and reviews Drafting Instructions and Draft Bills related to Postal Reform;
- Prepares and reviews Cabinet Submissions.

Corporate Secretary:

- Ensures that the members of the Postal Corporation of Jamaica, and the Board of Management (BoM) receives proper advice and resources for discharging their fiduciary duties to stakeholders under the law and the records of the Board's actions reflect the proper exercise of those fiduciary duties;
- Operates as an active partner with board members to ensure the board's effectiveness and good governance i.e. an advisor to the board to ensure that policy and intent are manifested correctly; a resource to provide trends and information;
- Develops and administers the Corporation's Corporate Governance Principles and Guidelines, and provides advice on corporate governance issues to the BoM, Director, Senior Executives and Managers;
- Develops and implements corporate procedural and administrative systems that focus on compliance matters and corporate governance affairs in supporting the successful operations of the Corporation;
- Oversees the creation of an effective corporate record-keeping system, ensuring that records are accurate, filed, indexed, and kept up-to-date, protected and accessible, all in accordance with the law and compliance requirements;
- Co-ordinates the preparation for all meetings of the BoM and board subcommittees; prepares and distributes board/committee preparatory papers, Minutes, briefing material, meeting Agendas, notifications, and so on;
- Prepares reports on outstanding Agenda items and takes all necessary action to ensure that the information is provided in a timely manner for consideration by the Board/Committee Members;
- Attends Board and Committee Meetings, Records Minutes and prepares final documents for distribution, highlighting Board and Committee decisions and/or information items, actions and directives;
- Contributes to meeting discussions as required, advises members of the legal, governance, accounting and tax implications of proposed policies, and updates relevant policies, where necessary;

- Ensures the accuracy of the Minutes, reports, decisions etc. touching and concerning the operations of the Board;
- Collates information, prepares correspondence, and writes reports, ensuring that the decisions made, and the actions to be taken by the Corporation are communicated to the relevant stakeholders;
- Manages project deadlines for the BoM, and assists in the development of quality standards for consistent reporting;
- Organizes and maintains an Annual Timetable and Diary of key meetings for the Corporation's BoM and Board Sub-committees;
- Serves as a focal point for communication with and between the BoM and Senior Executives, Managers and the Corporation's stakeholders;
- Fosters an environment of teamwork and unity of purpose between the BoM and Senior Executives, Managers and staff of the Corporation;
- Monitors changes in relevant legislation and the regulatory environment and takes appropriate action;
- Oversees and co-ordinates the Organization, interpretation and auditing of the Corporation's Annual Financial Accounts, signs off on the accounts and submits the Annual Report to the appropriate body within the deadline date stipulated by the Public Body Act and other relevant Act, Regulations and Standards;
- Provides custodial services of the Corporation's seal book and corporate seal; ensures that the Corporation seal is apply to document as required;
- Co-ordinates the payment of fees to Directors and ensures proper payment records are maintained; ensures all payments made are in line with Government requirements;
- Develops and delivers relevant orientation and training to the members of the BoM, Senior Executives and Managers;
- Represents the Corporation in an official capacity, as required.

Human Resource Management:

- Plans, organizes and directs the work of the Unit by overseeing the development of performance targets for the Unit and staff (Unit Plan) based on the Divisional Operation Plan;
- Ensures that the Unit's staff have sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and disciplinary action;
- Participates in the hiring of staff for the Unit;
- Recommends transfer, promotion, termination and leave in accordance with established Human Resource Policies and Procedures;
- Identifies competencies/skills gaps and collaborates with the Manager, Training and Development, to develop and implement Staff Development and Succession Plans for the Unit to ensure adequate staff capacity;
- Monitors job's specific and environmental factors, implements and promotes Health and Safety policies and mitigates and minimizes workplace hazards;
- Monitors the performance of staff and ensures effective and objective staff Performance Management, through timely and accurate completion of the staff appraisal process, including periodic reviews;
- Ensures the welfare of Unit staff are clearly identified and addressed;
- Perform any other related duties delegated by the Chairman of the Board or the Chief Executive Office

Required Knowledge, Skills and Competencies

Core:

- Excellent oral and written communication skills
- Customer and quality focus
- Methodical
- Good problem-solving and decision-making skills
- Teamwork and co-operation
- Impact and influence
- Ability to use own initiative
- Goal/results oriented
- Integrity
- Compliance
- Adaptability
- Good interpersonal skills

Functional/Technical:

- Strategic Vision
- Financial and Business Acumen

- Good analytical thinking skills
- Good use of technology
- Good planning and organizing skills
- Good leadership skills
- Technical skills
- People Management
- Managing Partnership
- Change Management
- Managing the client interface
- Managing external relationships
- Good knowledge of Jamaica Public Body Corporate Governance statutes and policies
- Good knowledge of business and contract law principles and commercial practices
- Sound understanding of governance processes and procedures
- Knowledge of board and committee procedures and experience in minute taking
- Good knowledge of company law
- Competent in computer usage and the Microsoft Office Suite of programmes (including Word, Excel and Power Point)
- Proven track record in the design, development, and implementation of corporate procedural and administrative systems, processes and procedures

Minimum Required Qualification and Experience

- Bachelor of Laws Degree and Certificate in Legal Education;
- Three (3) years' experience, two (2) of which should be in the Public Service;
- Three (3) years relevant experience or exposure to conveyancing contracts, tort and company law. Practical experience and/or professional certification as a Corporate Secretary will be an asset. Certification in Governance would be an asset.

Special Conditions Associated with the Job:

- May be required to work long and unscheduled work hours to meet critical deadlines.

Applications accompanied by résumés should be submitted **no later than Monday, 17th July, 2023 to:**

**Director, Human Resource Management and Development
Post and Telecommunications Department
6 – 10 South Camp Road
Kingston**

Email: ceooffice@jamaicapost.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**