



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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CIRCULAR No. 347
OSC Ref. C. 5851¹⁸

23rd August, 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 post in the **Jamaica National Agency for Accreditation (JANAAC)**:

1. **Senior Programme Co-ordinator (GMG/SEG 3) (Vacant)**, salary range \$4,594,306 - \$6,178,830 per annum.
2. **Programme Co-ordinator (GMG/SEG 2) (Vacant)**, salary range \$3,770,760 - \$5,071,254 per annum.
3. **Systems Administrator (MIS/IT 5) (Vacant)**, salary range \$3,770,760 - \$5,071,254 per annum.
4. **Senior Secretary (OPS/SS 3) (MIS/IT 5) (Vacant)**, salary range \$3,770,760 - \$5,071,254 per annum.
5. **Driver/Bearer (LMO/DR 1), (Vacant)**, salary range \$20,081 - \$27,007 per week.
6. **Handyman/Groundsman (LMO/TS 2) (Vacant)**, salary \$16,481 - \$22,166 per week.

1. **Senior Programme Co-ordinator (GMG/SEG 3)**

Job Purpose

Under the direction of the Director Accreditation, the Senior Programme Co-ordinator (SPC) is responsible for managing the accreditation and reaccreditation activities relating to specific accreditation schemes such as Testing Laboratories Accreditation Scheme to the ISO/IEC17025 Standard; Calibration Laboratories Accreditation Scheme to the ISO/IEC17025 Standard, Medical Laboratories Accreditation Scheme to the ISO15189 Standard, Inspection Bodies Accreditation Scheme to the ISO/IEC17020 Standard and Certification Bodies Accreditation Scheme to the ISO/IEC17021, ISO/IEC17065, and ISO/IEC17024 Standard in order to ensure that the requirements of the international standards and those of the JANAAC, IAAC, ILAC and IAF governing these programmes are met.

Key Responsibilities

- Develops the annual budget;
- Develops the annual assessment schedule;
- Co-ordinates the processing of applications for accreditation under the assigned programme;
- Co-ordinates pre-assessment visits, pre and post-activities done by technical teams in relation to the assigned programme/standard;
- Coordinates the initial assessment, surveillance and reassessment process for accreditation in relation to the assigned programme/standard;
- Vets and compiles assessor's reports, non-conformity reports and supporting documentation submitted by assessors;
- Provides information on accreditation to Ministries, Departments, Agencies and the Private Sector as required;
- Contributes to development of operational and informational documentation as directed;
- Assists in the development and maintenance of the documentation of the quality management system;
- Participates on the Agency's Technical Advisory Committees and other committees for the development of accreditation standards and guidelines;

- Prepares content for and delivers training programmes, as required;
- Participates in the analysis of training evaluation reports completed by participants and compiled by the Accreditation Administrator;
- Prepares correspondence, reports, briefs and other documents for internal and external stakeholders;
- Participates in and attends local, regional and international meetings, conferences, seminars and workshops as directed;
- Planning and coordinating accreditation assignments for conformity assessment bodies;
- Leads pre-assessment visits and coordinating pre and post activities by internal and external Assessors;
- Monitors the contracting and performance of external assessors in accordance with existing accreditation procedures;
- Meets with contract assessors and technical experts to discuss accomplishments, challenges and to develop improvement strategies;
- Ensures contract assessors and technical experts are informed about the Agency's mission, vision, function, policies, procedures and standards;
- Represents the Agency and participates at local, regional and international events as directed.

Required Knowledge, Skills and Competencies

Core

- Develops the annual budget;
- Develops the annual assessment schedule;
- Co-ordinates the processing of applications for accreditation under the assigned programme;
- Co-ordinates pre-assessment visits, pre- and post-activities done by technical teams in relation to the assigned programme/standard;
- Co-ordinates the initial assessment, surveillance and reassessment process for accreditation in relation to the assigned programme/standard;
- Vets and compiles assessor's reports, nonconformity reports and supporting documentation submitted by assessors;
- Provides information on accreditation to Ministries, Departments, Agencies and the Private Sector as required;
- Contributes to development of operational and informational documentation as directed;
- Assists in the development and maintenance of the documentation of the quality management system;
- Participates on the Agency's Technical Advisory Committees and other committees for the development of accreditation standards and guidelines;
- Prepares content for and delivers training programmes, as required;
- Participates in the analysis of training evaluation reports completed by participants and compiled by the Accreditation Administrator;
- Prepares correspondence, reports, briefs and other documents for internal and external stakeholders;
- Participates in and attends local, regional and international meetings, conferences, seminars and workshops as directed;
- Planning and coordinating accreditation assignments for conformity assessment bodies
- Leads pre-assessment visits and coordinating pre and post activities by internal and external Assessors;
- Monitors the contracting and performance of external assessors in accordance with existing accreditation procedures;
- Meets with contract assessors and technical experts to discuss accomplishments, challenges and to develop improvement strategies;
- Ensures contract assessors and technical experts are informed about the Agency's mission, vision, function, policies, procedures and standards;
- Represents the Agency and participates at local, regional and international events as directed.

Technical

- Contributes to the development of operational plans as well as organizational and unit objectives;
 - Provides general oversight of the External Assessor Pool which comprises over sixty (60) external assessors;
- Monitors all assessment activities for Internal and External Assessors.

Minimum Required Qualification and Experience

- Masters Degree in a scientific discipline from a recognized University or equivalent qualifications

- Certificate in Quality Management
- Certificate in Accreditation Standards (ISO/IEC 17011 and others).
- Lead Auditor Certificate.
- Training in Management
- Minimum of three (3) years' experience in a senior/supervisory capacity
- Minimum of four (4) years in the fields related to Assessor/Auditing, Management Systems
- At least seven (7) years overall experience in the field, including experience with the ISO 9000 standards series

2. Programme Co-ordinator (GMG/SEG 3)

Job Purpose

Under the direction of the Director, Accreditation, the Programme Coordinator is responsible for managing the accreditation and re-accreditation activities relating to testing laboratories, calibration laboratories, medical laboratories, inspection bodies and certification bodies in order to ensure that the regulatory requirements of the international standards governing these programmes are met.

Key Responsibilities

- Co-ordinates the processing of applications for accreditation under the assigned programme;
- Co-ordinates pre-assessment visits, pre and post activities done by technical teams in relation to the assigned programme/standard;
- Co-ordinates the initial assessment, surveillance and reassessment process for accreditation in relation to the assigned programme/standard;
- Vets and compiles assessor's reports, nonconformity reports and supporting documentation submitted by assessors;
- Provides information on accreditation to Ministries, Departments, Agencies and the Private Sector as required;
- Contributes to development of operational and informational documentation as directed;
- Assists in the development and maintenance of the documentation of the quality management system;
- Participates on the Agency's Technical Advisory Committees and other committees for the development of accreditation standards and guidelines;
- Prepares content for and delivers training programmes, as required;
- Participates in the analysis of training evaluation reports completed by participants and compiled by the Accreditation Administrator;
- Prepares correspondence, reports, briefs and other documents for internal and external stakeholders;
- Participates in and attends local, regional and international meetings, conferences, seminars and workshops as directed;
- Monitors the contracting and performance of external assessors in accordance with existing accreditation procedures by:
 - Reviewing the expertise of assessors qualified to work on assessment teams;
 - Identifying appropriate assessors and technical experts to work on specific assessment teams
- Meets with contract assessors and technical experts to discuss accomplishments, challenges and to develop improvement strategies.

Required Knowledge, Skills, and Competencies

- Good knowledge of accreditation policies and procedures and related regional and international arrangements and agreements;
- Good knowledge of the conformity assessment procedures used internationally;
- Good knowledge of the international standards for testing laboratories, calibration laboratories, medical laboratories, inspection, and certification bodies;
- Ability to manage effective partnerships with internal and external stakeholders;
- Good knowledge of the ISO 9000 standard series;
- Strong customer service and quality focus skills;
- Strong oral and written communication skills;
- Strong analytical thinking skills;
- Excellent team building and co-operation skills;
- Strong planning and organizing skills;
- Good leadership skills;
- Strong adaptability skills;

- High level of integrity and professionalism ;
- Proficiency in the use of relevant computer applications.

Minimum Required Qualification and Experience

- Bachelors Degree in a scientific discipline from a recognized University or equivalent qualifications
- Certificate in Quality Management
- Certificate in Accreditation Standards (ISO/IEC 17011 and others).
- Lead Auditor Certificate.
- Training in Management
- Two (2) years' experience in a senior/supervisory capacity
- At least five (5) years overall experience in the field, including experience with the ISO 9000 standards series

3. Systems Administrator (MIS/IT 5) (Not Vacant)

Job Purpose

Under the direct supervision of the Information and Communications Technology (ICT) Manager, the Systems Administrator has responsibility for optimising the performance of the ICT system's hardware, software and related infrastructure by providing effective installation, configuration and maintenance services. Accordingly, the incumbent analyses system usage and performance, defines requirements and specifications for programming tasks that will enhance the computing environment, and installs system and application software, tools and updates. There is also a requirement for the incumbent to participate in technical research and development to enable continuing innovation within the infrastructure. Additionally, the incumbent is responsible for the creation/modification and security of users on all applications used by the Agency.

Key Responsibilities

Technical/Professional:

- Develops the conceptual design of applications to reflect and support users' requirements.
- Provides technical support for the design and development of the Agency's website and intranet for the collection and dissemination of data.
- Participates in the development of automated information applications by defining systems input, output, interfaces and processing requirements.
- Provides clarifications on issues related to the design processes.
- Identifies system performance issues and needs and recommends specific changes and upgrades.
- Troubleshoots problems reported by users and assists them with computer and network problems and tasks.
- Determines the source and nature of computer malfunction using diagnostic and application software.
- Adjusts, repairs and replaces malfunctioning equipment in compliance with manufacturer's guidelines.
- Ensures computers, peripherals and multimedia devices are operating at optimal levels, by:
 - Conducting a preliminary assessment of malfunctioning equipment in accordance with manufacturers' guidelines;
 - Contacting appropriate dealers to assess the need for major repairs to be conducted where warranty is still valid; and
 - Assessing and repairing the malfunctioning equipment in accordance with manufacturer's guidelines where the warranty has expired.
- Develops and maintains systems standards.
- Maintains network facilities in individual machines such as drivers and settings of PC as well as printers.
- Researches and recommends innovative and, where possible, automated approaches for system administration tasks.
- Monitors and maintains software licensing and maintenance agreements.
- Administers, installs and troubleshoots a variety of operating systems.
- Assists in the development of conversion, training and implementation plans by:
 - assisting in developing user and technical manuals.
 - testing and training users.
 - implementing and evaluating applications.
- Maintains existing information applications by developing new modules and enhancing existing modules/database structures.

- Participates in the selection and assessment of software packages by;
 - developing specifications for application software required.
 - developing requests for proposal.
 - evaluating proposal and determining the most suitable options.
- Evaluates and makes recommendations on selected software packages related to collection, analyses and dissemination of data.
- Recommends the procurement of hardware and software.
- Provides training for users.
- Implements the standards and procedures necessary to create the proper framework for the development and maintenance of information applications, websites and intranets.
- Maintains web page and informs on standards and procedures for websites and intranet and other dissemination mechanisms.
- Provides support, where required, with the design of flyers, posters, banners, and other still image publication pieces.

Required Knowledge, Skills, and Competencies

Core:

- Good interpersonal skills
- Good oral and written communication skills
- Good customer quality focus
- Good initiative

Functional:

- Excellent technical skills
- Excellent analytical thinking skills
- Excellent use of technology
- Excellent problem-solving skills

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science, an ICT discipline or equivalent qualifications
- Two (2) years' related experience
- Experience with the use of graphic design tools such as Adobe Photoshop and Canva would be an asset

4. Senior Secretary (OPS/SS 3)

Job Purpose

Under the direction of the Senior Director, Accreditation, Training and Quality Management, the Senior Secretary is responsible for the provision of general administrative and secretarial support for the Senior Director, Accreditation Training and Quality Management, primarily and the Director Accreditation as required. The Senior Secretary will also co-ordinate workflow, and perform a variety of specialized and confidential secretarial and administrative support duties and performing technical and related duties as assigned.

Key Responsibilities

Technical/Professional:

- Types and organizes responses to requests for information.
- Types letters and memoranda for the Senior Director's signature.
- Provides administrative support to the Senior Director, Accreditation, Training and Quality Management and the Director Accreditation, and assists with related services and activities.
- Provides secretarial and administrative support to internal and external meetings which includes drafting agenda, recording and transcribing minutes and circulating documents for meetings, seminars and conferences as required;
- Coordinates the compilation of monthly and quarterly reports for submission.
- Issues reminders for various reports and ensures their submission within the required timeframe.
- Collates surveys, questionnaires, reports and circulates as required.
- Participates in the preparation of divisional reports, corporate, operational and strategic plans and budgets.

- Attends, as required, meetings, workshops, reviews, retreats and conferences on or off site.
- Participates in events planning for meetings and events and takes, prepares and distributes minutes of meetings.
- Co-ordinates travel arrangements for Assessors, Director, Accreditation, Training and Quality Management and the Director of Accreditation
- Assist in the preparation of the annual assessment and training schedule
- Prepares/completes, compiles appropriate meeting documents and ensures follow through with post meeting actions and decisions.
- Researches information on travel routes and makes recommendations for travel
- Liaises with service providers to request bills and maintains database of payments.
- Provides a high level of customer service to internal and external stakeholders.
- Coordinates accurate documentation required for the Senior Director, Accreditation, Training and Quality Management
- Arranges and monitors the logistics for internal and external meetings.
- Coordinates responses to external requests for information.
- Reviews operating practices and implements improvements.
- Locates and compiles information and manipulates data and/or formats reports, graphs, tables, records.
- Prepares statistical data for charts, graphs, etc for inclusion in reports.
- Monitors and reports on the progress of tasks delegated.
- Maintains an effective filing system within the Accreditation, Training and Quality Management Branch to ensure easy retrieval of documents and files, and ensures the security of manual and computerized confidential files and records.
- Schedules and records appointments and manages the appointments calendar for the Senior Director, providing reminders when the dates are approaching.
- Receives incoming correspondence and documents and routes them to relevant officers.
- Conducts research, prepares and/or edits reports or other documents as directed;
- Receives, screens and, if necessary, re-directs telephone callers and visitors to the appropriate staff and logs all calls and messages.
- Prepares PowerPoint as required

Required Knowledge, Skills, and Competencies

Core:

- Good interpersonal skills
- Good oral and written communication skills
- Good customer quality focus
- Good initiative

Functional:

- Excellent technical skills
- Excellent analytical thinking skills
- Excellent use of technology
- Excellent problem-solving skills

Minimum Required Qualification and Experience

- CXC/GCE O' Level English Language;
- Successful completion of the Certificate in Administrative Management – Level 2 at the Management Institute for National Development (MIND).
- Proficiency in typewriting at 50-55 words per minute.
- Shorthand 100-120 words per minute
- 4-5 years general office experience

OR

- Successful completion of the Certified Professional Secretary Course
- English Language at CXC/GCE 'O' level
- Successful completion of the CAM 2 course at the Management Institute for National Development (MIND)
- 4-5 years general office experience
- Proficiency in typewriting at 50-55 words plus shorthand 100-120 wpm
- Training in the relevant software applications e.g. Word Processing, Database and Spreadsheet

OR

- Graduate from an accredited school of Secretarial Studies
- Proficiency in typewriting at 50-55 words plus shorthand 100-120 words per minute
- Training in the relevant software applications e.g. Word Processing, Database and Spreadsheet
- 4-5 years general office experience

5. Driver/Bearer (LMO/DR 1)

Job Purpose

Under the supervision of the Administrative Services Officer, the incumbent collects and delivers packages, letters and any other documents as required; conducts transactions for the Agency as required; undertakes general transportation assignments and conducts routine checks to ensure the efficient upkeep and maintenance of the vehicle.

Key Responsibilities

- Maintains vehicle to ensure good working performance.
- Delivers and collects mail/documents and/or office supplies.
- Conducts transactions at any agency or organization when instructed.
- Transports officers to and from various points.
- Ensures that officers are transported safely to their destinations

Required Knowledge, Skills, and Competencies

- Knowledge of the operations of the Authority's transportation procedures.
- Excellent driving skills.
- Excellent skills in defensive driving
- Proficiency in basic mechanics.
- Good knowledge of the road network in Jamaica.
- Knowledge of basic motor vehicle maintenance

Minimum Required Qualification and Experience

- Basic GOJ requirements for Entry to the Civil Service
- Valid General Driver's License.
- Two (2) years' experience in a similar position.
- Understanding of Basic Mechanical Operations would be an asset

6. Handyman/Groundsman (LMO/TS 2)

Job Purpose

Under the direction of the Administrative Services Officer, the incumbent is responsible for maintaining the public spaces of the Agency, performing plumbing, minor repairs and other odd jobs as directed.

Key Responsibilities

- Maintains the aesthetics of the compound and inside public spaces by:
 - Watering and caring all plants, trees, flowerbeds and the grounds on a daily basis;
 - Mulching and removing weeds from lawns, pruning flowers, cutting trees and planting new plants;
 - Sweeping and hosing public areas and raking the garden on a daily basis;
 - Cutting lawns, trees and hedges in keeping with the Agency's corporate image; and
 - Fertilizing and spraying flowerbeds and plants inside and on the periphery of the building.
- Paints, performs plumbing and minor repairs to office equipment and furniture and fixtures.
- Cleans external walls, eaves and windows to ensure that they are kept free of dirt, fungi and cobwebs.
- Removes and disposes of rubbish and debris in and around the Agency.
- Reassembles, rearranges and relocates office furniture and equipment as directed

Required Knowledge, Skills, and Competencies

- Knowledge of basic maintenance tasks.
- Groundskeeping and landscaping knowledge
- Knowledge of equipment operation and maintenance
- Knowledge of safety procedures and regulations.
- Problem-solving skills
- Time management and organizational skills
- Good communication skills
- Willingness to adapt to changing priorities, tasks, and work environments.
- Good customer service skills to interact professionally and politely with residents or customers when addressing their maintenance requests or inquiries.

Minimum Required Qualification and Experience

- School Leaving Certificate from a recognized Secondary institution.
- Food Handler's Permit.
- Minimum (1) year related experience.

Applications accompanied by résumés should be submitted **no later than Tuesday, 5th September, 2023 to:**

**Human Resource Manager
Jamaica National Agency for Accreditation
6 Rekadom Avenue
Kingston 10**

Email: recruitstaffagency@gmail.com

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.



**Desreen Smith (Mrs.)
for Chief Personnel Officer (acting)**