



## Office of the Services Commissions

(Central Government)

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**CIRCULAR No. 396**  
**OSC Ref. C. 6272<sup>18</sup>**

**28<sup>th</sup> September, 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/be assigned to the following posts in the **Office of the Cabinet**:

- 1. Modernisation Officer (GMG/SEG 2) (Vacant) - Modernisation Programme Implementation Unit, Public Sector Modernisation Division**, salary range \$3,770,761 - \$5,071,254 per annum.
- 2. Executive Secretary 1 (OPS/SS 4) (Not Vacant) - Modernisation Programme Implementation Unit, Public Sector Modernisation Division** salary range \$1,984,305 - \$2,668,670 per annum.
- 3. Secretary 2 (OPS/SS 2) (Vacant) - Corporate Affairs Division**, salary range \$1,272,269 - \$1,711,060 per annum.

### **1. Modernisation Officer (GMG/SEG 2)**

#### **Job Purpose**

Under the general guidance of the Senior Director, Modernisation Programme Implementation, the Modernisation Officer works within a designated Modernisation Team. He/she assists the implementation of projects allocated to the team by gathering data and conducting analyses in support of work streams and/or conducting other assigned activities. He/she may also be required to provide technical input to other Project Teams as required.

#### **Key Responsibilities**

- Provides inputs for the development of Project Management Plans including the approach, activities, resources, timelines and deliverables for achieving project objectives;
- Produces and/or provides inputs to produce project deliverables required for the modernisation of entities and business processes across MDAs;
- Contributes to the establishment of effective stakeholder relationships to obtain buy-in at all levels within the organization and with external stakeholders;
- Participates in the conduct of strategic reviews, prior options reviews, business process reviews, design and reengineering by preparing inputs as required to help inform:
  - ✓ The most appropriate option for the future of the entity as a whole and its existing functions to enable efficient and effective delivery of the service and the accomplishment of major targets and objectives;
  - ✓ The appropriate structures which will enable the performance of core functions within the context of the strategy outlined in the Strategic Plan and in relation to the relevant overarching government policy;
- Participates in the process of problem-solving, identifying and analysing risks, issues/data and reviewing legislative and regulatory framework implications on proposed options/solutions for the optimization of performance within and across MDAs;
- Designs or reviews basic to fairly complex research instruments; Conducts assigned quantitative and qualitative research using various methods and produces the relevant
- Participates in presentations to clients on findings and recommendations emerging from reviews to obtain buy-in and commitment to implementation;
- Facilitates the implementation the following as required, as part of the project team by:
  - ✓ New or re-engineered business processes
  - ✓ Organizational analysis and/or re-design
  - ✓ Human resource transition planning
  - ✓ Employee Performance Management System
  - ✓ Customer Service monitoring and evaluation system
  - ✓ Other customer service development initiatives
  - ✓ Quality management systems and standards
  - ✓ Information technologies to support Modernisation
  - ✓ Programmes for capacity development/knowledge transfer to sustain Modernisation

- ✓ Culture and change management programmes
- Contributes to knowledge management and sharing within the Project and Counterpart Teams;
- Contributes to building a knowledge base of methodologies, approaches, best practices in project implementation and modernisation within the Unit.

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

- Good Knowledge of strategic and operational planning methodologies
- Knowledge of change management and the change process
- Proficiency in relevant computer software applications such as SPSS and information systems
- Excellent oral and written communication skills
- Excellent problem solving, decision-making and strategic thinking;
- Excellent interpersonal skills
- Excellent research and analytical skills
- Excellent planning and organizing skills
- Project management and organizational analysis and design
- Excellent networking skills (ability to develop and maintain a network of contacts; ability to establish working arrangements with relevant departments to achieve specific objectives.)

### **Minimum Required Qualification and Experience**

- First Degree or other qualification officially recognized as an equivalent in Social Sciences or other discipline/knowledge area relevant to the modernisation programme;
- Two (2) years working in the private or public sector in a technical or managerial capacity;
- Experience of implementing projects with clear technical responsibilities assigned.

## **2. Executive Secretary 1 (OPS/SS 4)**

### **Job Purpose**

The Executive Secretary 1 provides a wide range of administrative and other support services to the Senior Director and to allocated project teams and is expected to ensure that administrative systems work efficiently and effectively in support of their team delivering on commitments.

The Executive Secretary 1 will compile reports; manage calendars; arrange meetings, interviews, and workshops; manage correspondence, and maintain a Records and Information Management (RIM) system as part of the responsibility for general records management.

The Executive Secretary 1 will also support the Senior Director and Project Team Members by conducting basic research and collating data in support of the work of the team.

### **Key Responsibilities**

- Collects and collates data of relevance to the work of the Senior Director and project teams under the guidance of the Senior Director and Project Team Members;
- Conducts research, inter alia internet on specific subject areas related to the work of the Senior Director and Project Teams;
- Conducts analysis of data and information and prepares reports;
- Compiles, formats and proofread reports for the Senior Director and Project Teams;
- Gathers and compiles relevant information on issues related to the work of the Senior Director and Project Team;
- Maintains Project Team records through creation and maintenance of files, including version control, retrieval, retention, storage, compilation, coding, updating and destruction; ensures that documents are filed, and files maintained in accordance with overall standards agreed for the Cabinet Office Records and Information Management System so that they are accessible to the Unit as a whole;
- Develops and monitors schedules for consultants and project payments/deliverables using Microsoft Excel and Projects;
- Maintains calendars, and schedules appointments for the Senior Director and project teams using Microsoft Outlook;
- Plans and makes necessary arrangements for Internal Team Meetings and project stakeholder events, and on the day of the event, ensures all arrangements are in place;
- Prepares Agendas for meetings for the Senior Director and Project Teams and compiles and circulates relevant information and documents in accordance with established guidelines;

- Takes Minutes and action items at meetings for the Senior Director and Project Teams and reproduces and distributes them in accordance with established guidelines;
- Manages the processing and distribution of all incoming and outgoing correspondence for the Senior Director and Project Team in accordance with established guidelines;
- Initiates contact with, and responds as necessary to stakeholders on project related issues on behalf of Project Team Members;
- Prepares and distributes information to stakeholders;
- Receives and makes telephone calls for the Senior Director and the Project Teams;
- Operates office equipment such as photocopier, scanner and fax machine; co-ordinates the servicing of equipment as required;
- Maintains adequate supply of stationery and other office supplies for the MPIU;
- Identifies and resolves administrative issues and situations that affects the efficient flow of work in the Project Team and in the Unit;
- Co-ordinates with Modernisation Support Officers in other Project Teams to develop and maintain common tools, techniques and methods in support of fostering common approaches and working practices within the MPIU;
- Maintains an effective Records and Information Management system for the control and safe keeping of classified and confidential documents;
- Undertakes assignments specific to the MPIU;
- Assists in preparation and collection of standard reports;
- Performs any other related duties that maybe assigned from time to time.

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

- Excellent oral and written communication skills
- Customer and quality focus
- Teamwork and co-operation
- Ability to use own initiative
- Good interpersonal and team skills
- Continuous learning
- Results orientation
- Integrity and Confidentiality
- Social skills
- Good problem-solving and decision-making skills
- Adaptability
- Good planning and organizing skills
- Technical credibility
- Use and application of IT
- Proficient in the use of Microsoft Office Suite (Word, PowerPoint, Excel, Teams and Outlook {365})
- Knowledge of Government policies and procedures
- Knowledge of office practices and procedures

### **Minimum Required Qualification and Experience**

- CXC or GCE O' Levels subjects including English Language; successful completion of the prescribed Secretarial Course of study at the Management Institute for National Development (MIND) or any Accredited Secretarial Studies, proficiency in typewriting at 50-55 words per minute, and shorthand at a speed of 100-120 words per minute, plus 4-5 years' general office experience.

**OR**

- Graduated from an accredited school of Secretarial Studies with proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, training in the use of a variety of software applications e.g. word processing, database and spreadsheet; English Language at CXC or GCE O' Level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development (MIND), plus 4-5 years general office experience.

**OR**

- Successful completion of the Certified Professional Secretary course; proficient in typewriting at a speed of 50-55 per minute and shorthand at a speed of 100-120 words per minute; English Language at CXC or GCE 'O' level; training in the use of a variety of software applications and 4-5 years general office experience plus the appropriate Office Professional Training Course at the Management Institute for National Development.

### **Special Condition Associated with the Job**

- May be required to work outside of normal work hours and on weekends.

### **3. Secretary 2 (OPS/SS 2)**

#### **Job Purpose**

The Secretary 2 will provide secretarial and administrative services to support the Senior Director in the effective and efficient operation of the Corporate Affairs Division.

#### **Key Responsibilities**

- Composes letters/memoranda from general instructions;
- Responds to routine and other correspondence as directed;
- Processes incoming and outgoing mail/correspondence in accordance with established guidelines. (receives, date stamps, records and distributes mail);
- Gathers and disseminates information to internal and external personnel as requested;
- Plans and makes arrangements for meetings hosted by the Senior Director, Corporate Affairs and also for internal team meetings and stakeholder events and on the day of the event, ensure all arrangements are in place;
- Takes notes at meetings and reproduce and distributes in accordance with established guidelines;
- Receives and makes telephone calls for the Senior Director, Corporate Affairs;
- Receives/hosts visitors to the Senior Director, Corporate Affairs;
- Maintains schedules and appointments (electronic and physical) and briefs the Senior Director, Corporate Affairs on the matter before confirming meetings/appointments;
- Interviews visitors and callers to determine nature of their enquiry;
- Maintains an effective Filing System that allows security and speedy retrieval of documents/information in accordance with established standards;
- Performs any other related duties that may be assigned from time to time.

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

- Integrity/Confidentiality
- Excellent judgement, decision-making and problem-solving skills
- Excellent time management, planning and organizing skills
- Excellent oral and written communication skills
- Excellent interpersonal and customer service skills
- Ability to work on own initiative and under pressure
- Excellent note taking and minute writing skills
- Knowledge of office practice and procedures
- Proficiency in the use of computers as well as computer applications especially Microsoft Office Suite (Word, Excel, PowerPoint)

#### **Minimum Required Qualification and Experience**

- CXC or GCE 'O' Level English Language or equivalent with proficiency in typewriting at a speed of 40-45 words per minute; successful completion of the prescribed Office Professional Training Course at the Management Institute for National Development (MIND).

**OR**

- CXC or GCE 'O' Level English Language with proficiency in typewriting at a speed of 40- 45 words per minute and training in word processing and spreadsheet applications. Graduated from an accredited Secretarial School with at least three (3) years' experience in the field;
- At this level, Shorthand at a speed of 80-100 words per minute would be an asset.

### **Special Condition Associated with the Job**

- May be required to work outside of normal work hours and/or weekends.

Applications accompanied by résumés should be submitted **no later than Wednesday, 11<sup>th</sup> October, 2023 to:**

Senior Director  
Human Resource Development and Management  
Office of the Cabinet  
1 Devon Road  
Kingston 10

E-mail: [jobs@opm.gov.jm](mailto:jobs@opm.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