



## Office of the Services Commissions

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### **CIRCULAR No. 359** **OSC Ref. C.5851<sup>22</sup>**

**14<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 the following **vacant** posts in the **University Council of Jamaica**:

1. **Public Relations and Communication Officer (MCG/IE 4)**, salary range \$3,770,761 - \$5,071,254 per annum and any allowance(s) attached to the post.
2. **Records Manager (PIDG/RIM 5)**, salary range \$3,094,839 - \$4,162,214 per annum and any allowance(s) attached to the post.
3. **Senior Secretary (OPS/SS 3)**, salary range \$1,550,136 - \$2,084,761 per annum and any allowance(s) attached to the post.

#### **1. Public Relations and Communication Officer (MCG/IE 4)**

##### **Job Purpose**

The Public Relations and Communications Officer is responsible for assisting in planning the public relations activities and educational programmes for the UCJ. He/She is responsible for assisting in promoting the UCJ's policies, programmes and projects through media relations and the dissemination of information by various means to stakeholders.

##### **Key Responsibilities**

- Assists with the revision and maintenance of the UCJ's Communication Policies;
- Assists with the development and implementation of the UCJ's annual Public Relations and Communication Plan;
- Assists with the formulation and implementation of Public Education Programmes for the UCJ;
- Co-ordinates the planning and organizing of major events hosted by the UCJ;
- Writes media advisories and assists with arrangements for media coverage from Media Houses for UCJ related events;
- Conducts research and draft News Releases and editorials;
- Prepares media information press kits;
- Assists with the drafting of the UCJ's Annual Report;
- Responds to queries from media, individuals and other organizations;
- Designs and implements the UCJ's social media content strategy to complement the Communication and Educational Programmes of the UCJ;
- Designs flyers, brochures, newsletters, handouts, promotional videos, photographs, multimedia programmes and all other educational materials;
- Writes/edits in-house publications, speeches, articles and the Annual Reports;
- Monitors traditional/social media publicity and conducts research to identify the concerns and expectations of the UCJ's stakeholders; and analyses and reports the findings;
- Collaborates with other team members in the creation of multimedia communications;
- Manages media monitoring of Quality Assurance and Higher Education publications and provide a report;
- Uses all forms of media and communication to build, maintain and manage the reputation of UCJ;
- Maintains and updates information on the Organization's Website;
- Researches and prepares content for the UCJ's Website;
- Collaborates with the Director, Public Relations and Communication in the preparation of presentations and reports;
- Liaises with other team members to ensure that information prepared for and used by the UCJ is appropriate;
- Perform any other related functions as directed by the Director, Public Relations and Communication/Executive Director.

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

- Ability to conduct research and present findings in a comprehensive manner
- Ability to perform work with accuracy, speed, and minimal supervision
- Ability to use creativity to design, implement, and evaluate interventions to improve efficiency of service to internal and external customers
- Ability to use audio, video and graphic editing solutions
- Functional knowledge of website content management
- Display in depth knowledge and understanding of social media platforms, such as Facebook, Twitter, YouTube, Instagram and LinkedIn
- Proficient in Microsoft Office Suite
- Customer and Quality Focus
- High display of integrity and maintain strict confidentiality
- Sound interpersonal and social skills
- Excellent oral and written communication skills
- Sound decision-making and problem-solving skills
- Goals/Results Oriented
- Excellent team player and co-operation skills

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

- Bachelor's Degree in Mass Communications/Public Relations/Journalism or any other related field;
- Three (3) years' experience in Communications.

## **2. Records Manager (PIDG/RIM 5)**

### **Job Purpose**

To develop, implement and maintain a comprehensive Records Management System for the University Council of Jamaica.

### **Key Responsibilities**

- Develops and maintains Computerized and Manual Records Management systems for the UCJ's official documents, including the on-going design, implementation, and management of an imaging system;
- Conducts needs assessments to identify document management requirements of departments or end users;
- Develops Work Plan for the Records Management Function and reviews, evaluates, and makes recommendations on work products, methods, procedures, and policies;
- Develops or configures document management system features, such as user interfaces, access profiles, and document workflow procedures;
- Participates in the development, implementation, and maintenance of policies and procedures for the recording, indexing, filing, and retrieving of active documents and the storage of inactive documents;
- Determines document management policies to facilitate efficient, legal, and secure access to electronic content;
- Develops a document or content classification taxonomies to facilitate information capture, search, and retrieval;
- Assists in the assessment, acquisition, or deployment of new electronic document management systems;
- Implements electronic document processing, retrieval, and distribution systems in collaboration with other information technology specialists;
- Administers document and system access rights and revision control to ensure security of system and integrity of master documents;
- Reviews and updates the UCJ's Records Retention Schedules and vital records, including working with staff to inventory records;
- Provides for and administers the appropriate destruction of records;
- Co-ordinates requests for public records submitted under the Access to Information Act within guidelines stipulated by the Act;
- Researches records to prepare reports and provides follow-up information to customer and staff inquiries, as well as schedules and co-ordinates review of records;
- Participates in development of Training Materials, and assists in departmental and organization-wide training sessions on Records Management related topics and e-mail/internet policy;

- Co-ordinates training for and train users on the operation of the Electronic Records Management System;
- Communicates and ensures compliance with the UCJ's policies and procedures pertaining to the distribution of proprietary and confidential information and documentation to the public;
- Serves as liaison to all Departments on Records Management related issues;
- Co-ordinates the work of Records Management staff, providing guidance and direction regarding proper Records Management practices and procedures;
- Agrees on objectives and performance targets with staff supervised and conducts interim and Annual Performance Appraisals;
- Reviews all UCJ documented information to ensure that they conform to QMS policy and procedure;
- Supports the training and orientation of all company personnel in the documented company policies;
- Assists with the maintenance of the UCJ's Management review, Audit and Risk Assessment schedules;
- Archives and maintains the company library of QMS resources;
- Assists in identifying proactive solutions by collecting and analyzing quality data;
- Assists with the maintenance of the UCJ's Management Review, Audit and Risk Assessment Schedules;
- Supports the conduct of QMS compliance audits;
- Prepares and submits Monthly Reports relating to the QMS, compliance and as required;
- Archives and maintains the Company Library of QMS resources;
- Assists in identifying proactive solutions by collecting and analyzing quality data;
- Keeps records of quality reports, statistical reviews and relevant documentation;
- Assists the Process Owner in the maintenance of the core and supporting processes associated with the UCJ's Quality Management System;
- Assists the Process Owner in the implementation of proactive solutions to continually improve the core process;
- Assists the Process Owner in monitoring customers' requirements associated with core and supporting processes of the UCJ's Quality Management Systems;
- Perform other related functions as directed.

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

- Knowledge of applicable laws and regulations
- Knowledge of principles and practices of records management including records retention laws/guidelines
- Knowledge of manual and electronic records management systems
- Methods and techniques of document indexing and coding
- Sound oral and written communication skills
- Sound interpersonal skills, including providing coaching and counselling
- Sound decision-making and problem-solving skills
- Excellent written and oral communication skills
- Sound Integrity and maintain strict confidentiality
- Customer and Quality Focus
- Strong organisational, research and analytical skills
- Proficiency in the use of Microsoft Office applications
- Ability to work well under pressure

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

- Bachelors' Degree in Library and Information Management Studies, from a recognized university;
- Certificate in Records Management;
- Three (3) years' experience working as a Records/Information Manager, Librarian or in a related field.

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

#### **Job Purpose**

The Senior Secretary is responsible for providing secretarial and administrative support to the Executive Director's office to ensure the efficiency and effectiveness of its operations.

### **Key Responsibilities**

- Composes and types letters, memorandum, reports and budget;
- Develops, revises and maintains standardized documents, policies and procedures;
- Answers telephone, takes messages and answers inquiries within assigned scope of responsibility;
- Schedules and cancels appointments, maintains diary;
- Schedules meetings and reserve rooms for meetings;
- Processes mails including receiving, sorting, logging and distributing incoming and outgoing mails, correspondences and packages;
- Prepares materials for workshops, conferences, meetings, duplicates/collates;
- Ensures an effective filing system is maintained of all files and records;
- Prepares Minute Sheet for all files;
- Takes dictation and transcribes dictation;
- Takes Minutes at meetings where directed and prepare Minutes and Action Sheet for circulation;
- Maintains Attendance Reports, Leave Records, trip records and logs of meetings
- Prepares reports as necessary;
- Maintains and processes forms as necessary;
- Assists with the preparation, calculation, and execution of the Unit Budget;
- Orders and maintains an inventory of supplies for the Unit;
- Assists the process owner in the implementation of proactive solutions to continually improve the core process;
- Assists the process owner in monitoring customers' requirements associated with core and supporting processes of the UCJ's Quality Management Systems;
- Performs any other related duties that may be assigned from time to time.

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

- Strong Customer and Quality Focus
- Excellent interpersonal skills
- Excellent oral and written communication skills
- Results-oriented and takes initiative
- Excellent planning and organizing skills
- Teamwork and co-operation
- Displays high level of integrity and confidentiality
- Ability to speed write, record Minutes and transcribe meeting Minutes
- Good knowledge of office practices and procedures
- Good Records Management Skills
- Proficient in Microsoft Office Applications

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

- Diploma/Certificate in Secretarial Studies, Office Management or Administrative Management **OR** Completion of Certificate in Administrative Management Level 2 training;
- CXC or GCE 'O' Level subjects including English Language;
- Proficient in typewriting at a speed of 50-55 words per minute;
- Five (5) years' working experience in a secretarial or administrative field.

Applications accompanied by résumés should be submitted **no later than Wednesday, 27<sup>th</sup> September, 2023 to:**

**Director, Human Resource and Administration,  
The University Council of Jamaica  
31 Windsor Avenue  
Kingston 5**

Email: [jobs@ucj.org.jm](mailto:jobs@ucj.org.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.**

A handwritten signature in black ink, appearing to be 'MT', with a long, sweeping horizontal stroke extending to the right.

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