



Office of the Services Commissions

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CIRCULAR No. 353 **OSC Ref. C. 6210/S5²⁰**

11th 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 **Ministry of Foreign Affairs and Foreign Trade**:

1. **Records Manager (PIDG/RIM 5) – Information Systems and Records Branch**, salary range \$3,094,839 - \$4,162,214 per annum.
2. **Assistant Human Resource Officer (Pension) (GMG/AM 2) – Human Resource Management and Development Department**, salary range \$1,550,136 – \$2,084,761 per annum.

1. Records Manager (PIDG/RIM 5)

Job Purpose

To ensure the efficient and effective management of the Ministry's Records and Information Centre by undertaking, through subordinates, the processing of incoming information, documents and correspondence, sorting and classifying material for integration into the Organization's information system, retrieving and referencing information for users and maintaining, logs and indices to provide status of information and records. In addition, the incumbent would manage the preparation of documents for dispatch by mail/courier and the updating of records on a continuous basis.

Key Responsibilities

- Operational Management of Records Centre by:
 - ✓ Managing the Records Centre, planning the work schedules and supervising the clerical aspects of the job
 - ✓ Providing suggestions and recommendations for maintenance and development of the Ministry's records management policy, standards and procedures
- Provision of Enquiry and Information Retrieval Services
- Research and retrieve information by:
 - ✓ Assisting internal clients in requesting information by suggesting possible sources
 - ✓ Responding to all requests for files and/or documents, whether made in person, over the telephone or in writing
 - ✓ Conducting research into files in order to provide requested information
 - ✓ Maintaining an accurate record of and tracking files created and/or on an automated or manual file indexing system
 - ✓ Ensuring that files that are loaned for longer than the predetermined loan period are returned for updating or for use by other officers
 - ✓ Maintains an accurate record of and trace BU requests in order to ensure that requested files are delivered on the day requested and officers are kept up-to-date on the status of their requests
- Operation and Maintenance of Record Keeping Systems by:
 - ✓ Maintaining the physical organization and structure of the filing system in the records centre;
 - ✓ Preparing and/or updating description of files and files series and enter these into the Records Centre index databases;
 - ✓ Identifying (systematically) and organizing all incoming documents according to a logical classification scheme and make necessary amendments to the classification scheme by:
 - Referring all incoming "official" mail for action as necessary
 - Classifying all incoming documents according to the established classification scheme by analyzing the content of documents and comparing this with the results of searches of the file and series descriptions on the file tracking system
 - Determining appropriate cross-references for all incoming documents

- Assigning document reference codes to all documents to facilitate placement of document on the appropriate file
- Preparing and maintaining accurate file lists and indexes using the customized automated file database
- Reviewing and implementing, as appropriate, requests for the creation of new files and amendments to the classification scheme
- Maintaining security of records and files
- Implementation and management of records retention schedule by:
 - ✓ Reviewing and preparing files for transfer to a secondary storage facility
 - ✓ Assisting with the development and implementation of records retention and disposition authorities
- Management Reporting by:
 - ✓ Preparing standard and customized reports about files using the automated Records Management Database
 - ✓ Maintaining records on all information requests received in the Ministry under the ATI legislation
- Provision of Training and Awareness to Records Centre Staff and Users by:
 - ✓ Participating in orientation, training and cross-training of new employees and customers
- Provides Support for the Administration of the Access to Information Act by:
 - ✓ Documenting receipt of all requests
 - ✓ Conducting research for information requested by applicants
 - ✓ Assisting with general administration of ATI
- Database Management:
 - ✓ Reviews all data entered by records officers into the records management databases for completeness and accuracy; ensures any necessary correctness, modification or updates are completed in the appropriate databases
- Assists with the co-ordination of Records Centres in Jamaica Missions Overseas.

Required Knowledge, Skills and Competencies

- Strong oral and written communication skills, inclusive of face-to-face telephone usage
- Good time management, planning and organizational skills
- Working knowledge of policies related to the operations of the Public Sector
- Knowledge in the design and implementation of basic records management procedures
- Knowledge of administrative and support systems and practices
- Excellent customer service and human relations skills
- Proficiency in computing and the use of the computer and other standard office machinery
- Working knowledge of resource administration
- Sound knowledge of administration and support systems
- Be highly confidential, professional, mature and capable of relating appropriately to individuals of various social backgrounds
- Proficiency in information and document systems and management

Minimum Required Qualification and Experience

- Degree in Library and Information Studies;
- Diploma in Records Management;
- Minimum of two (2) years working experience in Records/Information Management in a registry;
- Training/Knowledge in: Computing, Information Systems and System Administration.

Special Conditions Associated with the Job

- Incumbent is expected to work beyond normal working hours to meet deadlines;
- Occasional mental stress;
- Occasional lifting of boxes;
- Frequent exposure to dust;
- Incumbent is expected to work under pressure and on own initiative.

2. Assistant Human Resource Officer (Pension) (GMG/AM 2)

Job Purpose

Under the supervision of the Human Resource Officer (GMG/AM 4), the incumbent provides technical and administrative support to past and present employees of the Ministry, in the processing of claims for retirement benefits on the Public Employees' Pension Administration

System (PEPAS). The officer will also assist staff with matters related to Government Employees Administrative Services Only (GEASO) Sagicor Health Scheme and the National Insurance Scheme (NIS).

Key Responsibilities

Administrative:

- Prepares Individual Work Plan;
- Attends meetings, conferences and other fora, as required;
- Co-ordinates the transportation benefits for staff on the Government bus transportation new and the renewal of benefits. Disseminates schedule changes to the service to staff using the service.

Professional/Technical:

- Maintains and updates Period of Service Records for staff serving in non-pensionable posts at overseas Missions;
- Schedules appointments for medical examinations for staff in Bands 1 to 5, upon permanent appointment in keeping with Staff Orders 1.6;
- Prepares confirmation of appointment letters for staff in Bands 1 to 5 for the signature of the Senior Director/Director, HRM and issues signed letter;
- Submits name and job title to the Director, Administration and Office Management, for the processing of new and updated ID Cards;
- Oversees all matters related to the transportation benefits for staff on the Government Transportation Bus – new and the renewal of benefits, and to disseminate any schedule changes to the service.

Retirement Benefits:

- Uploads updated Service Credit Records (Batch 2) on the PEPAS platform each month;
- Investigates queries from pensioners and seeks redress;
- Checks Master Control Records to determine the Locally Recruited Staff (LRS) who are eligible for compassionate gratuity and begins processing the request;
- Maintains and updates Service Credit Records (Batch 2) for new and existing LRS, manually and electronically;
- Processes claims for deferred LRS pensioners and for staff in Bands 1-5. Ensures that the applicant is vested with the required years of service (10 years). Creates/Updates a Service Record for the applicant on the PEPAS platform;
- Requests and completes all relevant pensions documents for deferred pensions and early retirements on receipt of application;
- Requests and compiles the following certified copies of documents for LRS one year in advance of normal retirement as required for the processing of retirement benefits:
 - ✓ Birth Certificate
 - ✓ Marriage Certificate/Decree Absolute
 - ✓ Pension Election Forms
 - ✓ Statutory Declaration of Age
 - ✓ TRN and NIS Cards
 - ✓ Certificate of Citizenship, if applicable
 - ✓ Audited Statement of Earnings
 - ✓ Verified Vacation (Pre-Retirement Leave) Computation
 - ✓ Letters approving Pre- retirement Leave and/or Retirement from the Public Service
- Prepares submissions for the linking of service for submission to the Ministry of Finance and the Public Service (MoFPS);
- Uploads certified documents from the LRS on the PEPAS platform;
- Prepares indebtedness checks with overseas Missions and uploads to PEPAS;
- Researches and collates information in response to Access to Information Requests related to Pension Administration;
- Prepares Monthly Reports on applications submitted;
- Provides routine information and advice on pension matters to staff due to proceed on pre-retirement leave. Refers more complex issues to Supervisor;
- Monitors the progress of each case until pension benefits are finalized.

National Insurance Scheme (NIS):

- Advises LRS of their eligibility for benefits under the NIS Act;
- Vets and submits claims from LRS for Injury on the Job Compensation, Old-Age Benefits and Funeral Grant to the NIS Office for processing.

Government Employees Administrative Services Only Health Insurance Scheme – SAGICOR:

- Assists with the submission of completed enrolment applications for new and transfer employees for registration under the Sagicor Health Scheme to Sagicor. Distributes approved health cards to staff;
- Assists with the preparation of the Monthly Reports for new, transfer and separated employees to Sagicor;
- Assists with advising of changes in staff registration under the GEASO Health Scheme;
- Assists with submitting requests to cease plans for staff proceeding on overseas assignments or requests for the continuation of Sagicor coverages for Home Based Staff (HBS) assigned to overseas Missions;
- Assists with updating staff of any changes to the GEASO Plan;
- Assists with forwarding special claims with required supporting documents to the Sagicor Head Office on behalf of staff for processing.

Taxpayer Registration Numbers – Locally Recruited Staff (LRS) only:

- Applies for TRN for Locally Recruited Staff (LRS) and advises of assigned number;
- Advises the Human Resource Officer of the TRNs for LRS;
- Maintains a manual and electronic record of Taxpayer Registration Numbers (TRN) for staff;
- Performs any other work-related duties that may be assigned by the Supervisor from time to time.

Required Knowledge, Skills and Competencies

Core:

- Organizational awareness - general understanding of the Ministry's role and function
- Excellent interpersonal skills
- Good oral and written communication skills
- Good organization and time management skills
- Ability to work effectively under pressure and meet critical deadlines
- Good track record for accuracy and consistency
- Ability to work on own initiative independently and as a part of a team
- Must be customer focused
- High levels of professionalism, integrity and discretion - ability to exercise discretion in handling confidential staff matters
- Keen attention to detail and accuracy
- Ability to work as a team

Technical:

- Knowledge of the Public Service Regulations, Staff Orders for the Public Service, the Financial Administration and Audit (FAA) Act and Financial Instructions and other GoJ policies that guide the delivery of Human Resource Management and Development services. Basic knowledge of the Foreign Service Orders would be an asset
- Knowledge of the Ministry's Human Resource Policies and Procedures
- Knowledge of the Ministry's Vision and Mission Statements
- Knowledge of GoJ Customer Service Policies and Procedures
- Knowledge of the principles and practices of public administration
- Proficient in Microsoft Office Suite (Word, Excel, Outlook and PowerPoint), PEPAS and other related software applications appropriate to assigned responsibilities
- Knowledge of office management and administrative procedures and practices
- Ability to transfer user requests into reporting specification
- Basic knowledge of pension statutes, legislations, regulations policies and procedures
- Knowledge of records management practices in the Public Sector
- Knowledge of relevant legislations such as Access to Information Act, Archival Act, FAA Act

Minimum Required Qualification and Experience

- Diploma/Associate Degree in Human Resource Management, Public Administration, Business Administration/ Information or Records Management;
- Training in PEPAS;
- One (1) to two (2) years' experience in a related area.

OR

- Successful completion of four (4) CXC or GCE 'O' Level subjects, including English Language and a numeric subject;
- Two (2) years' experience in a related area.

OR

- Any other equivalent combination of experience or education.

Special Conditions Associated with the Job

- Occasionally required to work beyond normal working hours;
- Dust from files and documents;
- Pressure from meeting deadlines.

Applications accompanied by résumés should be submitted **no later than Friday, 22nd September, 2023 to:**

Senior Director,
Human Resource Management and Development
Ministry of Foreign Affairs and Foreign Trade
2 Port Royal Street
Kingston

Email: recruitment@mfaft.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.



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