



Office of the Services Commissions

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CIRCULAR No. 437 **OSC Ref. C. 5850¹⁵**

11th October, 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 be assigned to/fill the following posts in the **Ministry of Economic Growth and Job Creation (MEGJC)**:

1. **Senior Director, National Development, Planning Policy and Monitoring (GMG/SEG 5) (Not Vacant) – National Development, Planning Policy and Monitoring Branch**, salary range \$6,820,273 - \$9,172,509 per annum.
2. **Executive Secretary 1 (OPS/SS 4) (Not Vacant) – Policy, Planning, Monitoring and Evaluation Branch**, salary range \$1,984,305 - \$2,668,670 per annum.
3. **Senior Customer Service Officer (GMG/AM 3) (Vacant) – Customer Services Branch**, salary range \$1,984,305 - \$2,668,670 per annum.

1. Senior Director, National Development, Planning Policy and Monitoring (GMG/SEG 5)

Job Purpose

To develop appropriate town and country planning policies, legislation, standards and programmes for the Ministry and monitor their effective implementation towards the achievement of a sustainable natural and built environment. The position also serves as a focal point for planning activities at the Central Government level and guides and facilitates planning at the local level.

Key Responsibilities

Management/Administrative:

- Formulates, co-ordinates and monitors activities, Work Plans etc. relating to the Division's activities;
- Prepares regular Progress Reports on the activities of the Division;
- Organizes, conducts and participates in meetings, seminars, conferences and workshops as required;
- Represents the Ministry at international and national levels on matters relating to Town and Country Planning/Urban and Regional Planning and sustainable development;
- Develops the Strategic, Operational Plans and Budget of the Division based on alignment with the strategic direction of the Ministry.

Technical/Professional:

- Oversees and leads in the development of the required policies and legislations to support the national and local planning mechanism;
- Co-ordinates and monitors the Planning process at the Central and Local Government level;
- Provides technical assistance to the Minister and the Ministry and provides guidance and advice to Agencies, local authorities and local planning authorities on matters pertaining to planning;
- Establishes policy outcome indicators during the planning process and the use of these indicators to inform the next cycle of planning;
- Prepares and/or review position papers for Government on planning and other development related matters;
- Advises and makes recommendations on planning related problems/activities as they relate to the Branch and the Ministry;
- Directs the implementation of changes approved to the planning system by the Minister and Cabinet;
- Directs development and monitoring of projects and programmes along with other appropriate Government Ministries, Departments and Statutory Bodies;
- Oversees the integration of spatial planning with general social and economic planning and ensure that they reinforce each other through liaising with key actors charged with the implementation of sector development plans ;

- Develops a more effective legislative framework to support the planning, execution and monitoring of national plans for sustainable development (including development plans and development orders) at both the local and central government level;
- Participates in meetings of the Legislation Committee in order to defend legislations);
- Monitors International Agreements regarding planning and development and assesses their congruence with local and regional laws and policies;
- Leads in clearly defining the roles and responsibilities to support the required institutional arrangements for town and country planning, land use management and land development and to promote an integrated approach to the planning and management of land resources;
- Oversees and leads site inspections for the monitoring of policies and strategies undertaken by the portfolio of the Ministry's Agencies;
- Oversees the processing and assesses applications for subdivision of land for confirmation by the Honourable Minister;
- Facilitates the processing and Hearing of appeals to the Minister against refusal of applications for subdivision and development of land and enforcement notices for planning breaches;
- Provides strategic alignment, policy direction, co-ordination and monitoring of the operations of Agencies and all bodies under the Planning Portfolio of the Ministry, such as the National Environment and Planning Agency and the Negril Green Island Area Local Planning Authority (including the preparation of Annual reports for submission to Cabinet and tabling in the Houses of Parliament);
- Establishes task forces/committees and sub-committees to address matters relating to the development approvals process and planning;
- Keeps abreast of trends and changes in Town and Country Planning and adopt or recommend changes where necessary to improve the quality of service and productivity.

Human Resource:

- 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 Branch's and organization's goals;
- Contributes to the development and implementation Succession Planning Framework in collaboration with the Human Resource Division through the development of procedural manuals and other duties prescribed within the framework;
- Prepares and conducts presentations on role of Branch for the Orientation Programme;
- Performs other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Excellent presentation, oral and written communication skills
- Good interpersonal and leadership skills
- Results and goal oriented
- Excellent analytical skills
- Excellent teamwork skills
- Good problem solving and decision-making skills

Technical:

- Excellent knowledge of policy development and analysis and monitoring
- Good knowledge of Town and Country Planning
- Strategic thinking
- Sound knowledge of the Development Planning and Approval Process
- Knowledge of relevant computer applications

Minimum Required Qualification and Experience

- Masters Degree in Physical Planning, Geography, Land Management, Urban and Regional Planning or related field;
- Six (6) years' experience in a related field.

OR

- Bachelors Degree in Physical Planning, Geography, Land Management, Urban and Regional Planning or related field;
- Ten (10) years' experience in a related field.

Special Condition Associated with the Job

- May be required to commute to various development sites to oversee site inspections and work beyond usual working hours.

2. Executive Secretary 1 (OPS/SS 4)

Job Purpose

To provide administrative support to the Chief Technical Director in order to ensure that the operations of the office are effective and efficient in relation to communications and work assignment between the Chief Technical Director and his/her direct reports, the Honourable Ministers, the Ministry's Agencies, other Government entities and regional and international bodies and the general public.

Key Responsibilities

Technical/Professional:

- Liaises with Senior Heads of Sections and personnel outside of the Unit to facilitate administrative support;
- Establishes, supervises and maintains an appropriate filing system for the recoding and easy retrieval of information;
- Oversees the logs of all mails/files that comes directly to the Chief Technical Director;
- Maintains a database for tracking Cabinet Submissions and decisions and distribution of Cabinet decisions;
- Oversees and maintains the "third copy" files for correspondence sent out by the Permanent Secretary;
- Types reports, correspondences, memos, forms, agendas etc. proofreads documents for accuracy, completeness, and conformity with established formats;
- Co-ordinates activities for a variety of meetings; attends meetings and prepares Minutes;
- Ensures that all documents and papers prepared by relevant officers for the CTD's overseas meeting;
- Screens visitors and phone calls intended for the Chief Technical Director and refer them to the appropriate personnel in the event of his/her absence or unavailability;
- Reviews on the directives given and requests made by the Permanent Secretary;
- Compiles, stores and retrieve management data;
- Researches and provides information to the Chief Technical Director in the preparation of reports;
- Aids in the preparation of the Annual Budget and weekly cash flow of the Unit's expenditure;
- Monitors the financial performance of the Unit using the electronic performance monitoring system and provides regular updates to the CTD;
- Requests and maintains an adequate supply of office stationery;
- Ensures that telephone bills are reconciled, and payments are made in respect of toll calls;
- Prepares requisition forms for internal expenditure and submits travel and other reimbursable claims to the appropriate Unit;
- Makes arrangements for local and overseas travel for the CTD;
- Takes dictation and reproduces confidential and other correspondence;
- Deals with urgent correspondences, faxes and emails in the absence of a Unit official;
- Maintains and shares electronic folders containing calendar and contacts in the Microsoft Outlook Programme;
- Assists in the preparation of Corporate and Operational Plans for the Unit;
- Attends administrative meetings on the instructions of the CTD;
- Arranges for printing, making photocopies, binding and dispatching of documents produced;
- Maintains an effective general filing system;
- Maintains an effective mailing system;
- Prepares resource material and packages for participation in seminars, workshops and retreats;
- Maintains the CTD's Diary recording appointments, meetings conferences, visits on a daily basis. Confirm, cancel and reschedule appointments on the CTD's behalf;
- Takes Action Minutes at meetings where directed to do so and circulate them as required.

Required Knowledge, Skills and Competencies

Core:

- Ability to communicate effectively, both orally and in writing
- Excellent time management skills
- Excellent interpersonal skills
- Ability to work under pressure and meet deadlines
- Consistently approaches work with energy and a positive constructive attitude

Technical:

- Sound knowledge of computer applications- Microsoft Word, Excel, Powerpoint, Publisher and Access
- Excellent knowledge of Government operations and protocol
- Excellent typing skills
- Ability to manage workloads and prioritize amongst conflicting demands
- Good Records Management skills
- Ability to maintain calendars and schedule appointments
- Ability to create, compose and edit written material

Minimum Required Qualification and Experience

- CXC or GCE 'O' Level 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 a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, plus five (5) years' general office experience;

OR

- Graduation 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 spread sheets; English Language at CXC or GCE O'Level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development, plus five (5) years' general office experience;

OR

- Successful completion of the Certified Professional Secretary course; proficiency in typewriting at a speed of 50-55 words 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 five (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

- Long hours in the use of computers, copy and fax machines and other office equipment.

3. Senior Customer Service Officer (GMG/AM 3)

Job Purpose

Under the direction of the Manager, Customer Service, the Senior Customer Service Officer (GMG/AM 3), is responsible for providing support and assistance in the collection and analysis of data and the preparation of relevant reports for monitoring and evaluation of the Ministry's Customer Service Programme.

Key Responsibilities

Technical/Professional:

- Assists the Manager, Customer Services to collect data, analyze and report on feedback from the Ministry's Mystery Shopper Programme;
- Assists the Manager, Customer Services with the evaluation of the Customer Service Training/Sensitization Sessions (Head Office, Outstations, Departments and Agencies), in collaboration with the Human Resource Development Unit;
- Assists the Manager, Customer Services with evaluation of the quality of products and service offerings of the Ministry, its portfolio Agencies and Departments;
- Assists with the deployment and collection of internal and external Customer Service surveys to determine customer satisfaction;
- Assists with the analysis of the data;

- Updates the Customer Service Monitoring and Evaluation database with relevant data as new information becomes available;
- Collates reports to support the Manager, Customer Services with preparation of the Customer Service;
- Develops and submits Monitoring and Evaluation and Customer Monitoring reports on a monthly, quarterly, half-yearly and annual basis;
- Provides support to the Manager with the development and execution of relevant customer service research;
- Assists with the set-up and logistics of focus groups meetings, gatherings and other sessions to garner feedback from relevant customers;
- Distributes information and solutions to customers through a variety of modes;
- Receives and evaluates complaints and decide how complaints are to be resolved;
- Maintains the computerized system of recording and processing queries;
- Updates and make available and available technical listings and related information;
- Requests files through the Documentation Centre and for processing;
- Prepares and submits Individual Performance Plans for management of individual tasks.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication Skills
- Customer and Quality Centric
- Teamwork and Cooperation Skills
- Ability to use own initiative
- Managing the client interface
- Methodical

Technical:

- Good Data Entry Skills
- Good Report Writing Skills
- Proficiency in relevant software applications
- Knowledge of GOJ Customer Service Policies and Procedures

Minimum Required Qualification and Experience

- Associate Degree in Management Studies or Public Administration or related field;
- Two (2) years' experience in supporting data collection and analysis;
- Training in Customer Service Excellence;
- Familiarity in using databases. Familiarity with statistical tools is an asset.

OR

- Diploma/Certificate in Management Studies or Public Administration or related field;
- Three (3) years' experience in supporting data collection and analysis;
- Training in Customer Service Excellence;
- Familiarity in using databases. Familiarity with statistical tools is an asset.

Applications accompanied by résumés should be submitted **no later than Wednesday, 25th October, 2023 to:**

**Senior Director, Human Resource Management and Development
Ministry of Economic Growth and Job Creation
7th Floor, The Towers
25 Dominica Drive
Kingston 5**

Email: human.resources@megic.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**