



Office of the Services Commissions

(Central Government)

Ministry of Finance and the Public Service Building

30 National Heroes Circle, Kingston 4

Jamaica, West Indies

Tel: 876-922-8600

Fax: 876-924-9764

Email: communications@osc.gov.jm

Website: www.osc.gov.jm

CIRCULAR No. 471 **OSC Ref. C. 6528¹²**

9th November, 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 **Ministry of Science, Energy, Telecommunications and Transport (MSETT)**:

1. **Chief Technical Director, Strategic Planning and Policy Services (GMG/CTD 1)** salary range \$10,124,733 - \$13,616,640 per annum.
2. **Chief Electrical Regulator (GMG/SEG 6)** salary range \$8,309,840 - \$11,175,811 per annum.
3. **Director, Management Information Systems (MIS/IT 8)** salary range \$6,820,273 - \$9,172,509 per annum.
4. **Crown Counsel (JLG/LO 3)** salary Range \$5,597,715 - \$7,528,305 per annum.
5. **Director, Customer Service (GMG/SEG 3)** salary Range \$4,594,306 - \$6,178,830 per annum.
6. **International Transport Policy Officer (GMG/SEG 2)** salary range \$3,770,761 - \$5,071,254 per annum.
7. **Employee Relations Officer (GMG/SEG 1)** salary range \$3,094,839 - \$4,162,214 per annum.
8. **Assistant Transport Officer (GMG/AM 3)** salary range \$1,984,305 - \$2,688,670 per annum.

1. Chief Technical Director, Strategic Planning and Policy Services (GMG/CTD 1)

Job Purpose

Under the direction of the Permanent Secretary, the Chief Technical Director, is accountable for the coordination, leadership and management of the Strategic Planning and Policy Services Division and is responsible for the direction, development, monitoring and evaluation of the strategic planning and policy functions as well as for the development and implementation of special programmes to support the Ministry in its pursuits of Science, Energy, Telecommunication and Transport growth and viability to assist national development.

The incumbent is also responsible for the Corporate Planning and Performance Management functions of the Ministry, to support the Minister and the Permanent Secretary in executing their responsibilities.

Key Responsibilities

Management/Administrative:

- Manages the daily operations of the Strategic Planning and Policy Services Division;
- Plays a leading role in developing the Ministry's strategic direction;
- Participates in and leads negotiations with donor Agencies and partners as required to execute programmes and the Ministry's Mandate;
- Collaborates with partner Agencies and institutions to ensure the Ministry's objectives are achieved;
- Provides technical advice to the Permanent Secretary, Heads of Sections and other personnel on policy development and Corporate Planning issues;
- Represents the Ministry at local and international fora as required;
- Manages and monitors the alignment of planning activities with the overall strategic thrust of the Ministry and the effective collaboration with other Ministries, Departments and Agencies;

- Oversees and ensures the development and maintenance of a comprehensive data management system to facilitate the collection, storage, evaluation and dissemination of data and information;
- Prepares performance and other reports as required, and ensures timely submission of all documents and information requested by the Permanent Secretary;
- Keeps the Permanent Secretary informed of progress in respect of achieving targets on all programmes and projects.

Technical/Professional:

- Leads the development and monitors the implementation of the Division's Strategic and Operational Plans, Budget and reporting officers' Work Plans;
- Prepares and directs the completion of Cabinet Submissions and Notes, Cabinet Reports, Briefs, Position Papers for the Minister and Permanent Secretary;
- Undertakes and directs research focused on ensuring energy security and the development of the Science, Energy Telecommunications and Transport Industries;
- Develops and implements control procedures to support the effective development and management of policies and budgets related to the Science, Energy Telecommunications and Transport Portfolios;
- Develops and implements mechanisms to foster effective communication within the Ministry and between the Ministry and its Agencies in respect to their Strategic and Operational Plans, the achievement of targets and the effective execution of mandates;
- Monitors MSETT's Agencies to ensure compliance of policies;
- Establishes and maintains communication with internal and external counterparts to ensure consultations, information flows and strengthen compliance;
- Oversees research initiatives spearheaded by the Division and participates in the execution of workshops or for MDAs and stakeholders on development/socio-economic issues;
- Submits assessments and solutions-oriented proposals to address environmental matters relevant to specific sites and the industries in general;
- Monitors developments in the local and international science, energy telecommunications and transport industries and ensures that the Ministry focuses attention on the results and possible impacts of said developments, and, where applicable, ensures that relevant officials attend conferences and seminars convened to discuss said and other issues;
- Co-ordinates the preparation of the Minister's speech during the annual Sectoral Debate;
- Co-ordinates national involvement and membership in regional and international Science, Energy Telecommunications and Transport Institutions in order to keep abreast of international developments;
- Forecasts and analyzes external variables of strategic importance to the Ministry and ensures their integration into the planning process;
- Initiates and co-ordinates the development of new policies to support the work of the Ministry;
- Ensures supporting legislative changes are identified and referred to the relevant authorities for action.

Human Resource:

- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommends and/or initiates corrective action where necessary to improve performance and/or attaining established personal and/or organisational goals;
- Participates in the recruitment of staff and recommends transfers, promotions, terminations and leave in accordance with established Human Resource policies and procedures;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Ministry's goals;
- Ensures that training and other professional developmental needs of staff are identified and adequately addressed;
- Provides leadership and guidance to staff through effective objective setting, delegation, communication, coaching, and mentoring;
- Ensures that members of the Division are aware of and adhere to the general policies, procedures and regulations of the Ministry and wider Civil Service.

Other:

- Assists the Permanent Secretary in the day-to-day management of the Ministry, through the provision of leadership in the development and implementation of the change initiatives, and by creating and fostering a culture of high performance and customer orientation throughout the Ministry;
- Signs the Ministry's accounts to ensure the timely payment of bills and employees;
- Maintains clear communication with the Honourable Minister, Permanent Secretary, the Portfolio Agencies, Cabinet, NEPA, PIOJ, JTI, STATIN, investors in the energy industry, the local financial sector, equipment suppliers, educational, research and training

institutions, international aid Agencies and other stakeholders to obtain support for policies and projects directed at both industries;

- Undertakes any other duties that may be assigned from time to time by the Permanent Secretary.

Required Knowledge, Skills and Competencies

Core:

- Excellent written and oral communication skills
- Excellent customer and quality focus
- Teamwork and co-operation
- Excellent interpersonal skills
- Compliance
- Integrity
- Change management
- Adaptability

Functional:

- Ability to use own initiative
- Use of technology (relevant computer applications such as Microsoft Office suite)
- Managing external relationships
- Strategic vision
- Excellent problem-solving and decision-making skills
- Analytical thinking
- Goal/result oriented
- Excellent planning and organizing skills
- Excellent leadership skills
- Excellent people management skills
- Methodical
- Managing partners
- Impact and influence
- Thorough knowledge of the Public Sector environment and the machinery of Government
- Knowledge of Public Service Regulations and Staff Orders
- Detailed knowledge of the policy development, evaluation and implementation process; energy management; and corporate planning
- Strong research, analytical and negotiating skills with an expressed professional and multi-disciplinary approach
- Ability to simultaneously manage multiple assignments/projects, work under pressure and meet tight deadlines and a demonstrated ability to interface with persons of varying backgrounds
- Ability to exercise sound judgment and conviction of purpose in unfavourable or unpopular situations
- Good project management skills
- Ability to work collaboratively with partners across the public sector and international development partners
- Knowledge of Research Methodology

Minimum Required Qualification and Experience

- Master's Degree in Public Policy, Public Sector Management, Business Administration, Economic Development Policy, Development Studies, Governance and Public Policy and Social Policy or equivalent from an accredited tertiary institution;
- Ten (10) years' experience in senior policy management or policy advisory role or any equivalent combination of education and training that provides the required knowledge;
- Demonstrated experience in Strategic planning policy development, analysis, and implementation.

Special Conditions Associated with the Job

- May be required to work beyond regular working hours;
- May be required to travel island wide and overseas.

2. Chief Electrical Regulator (GMG/SEG 6)

Job Purpose

Reporting to the Permanent Secretary, the Chief Electrical Regulator has responsibility and accountability for the performance of the Government Electrical Regulator. The Chief Electrical

Regulator ensures that the policies and processes related to the licensing of Inspectors, registration of Electricians, monitoring the quality of work carried out by Inspectors and ensuring investigations into customers' complaints are executed in accordance with the Electricity Act and associated Regulations. The Chief Electrical Regulator is also responsible for managing an integrated high-quality system that ensures safe electrical installations and provides quality customer service.

Key Responsibilities

Management/Administrative:

- Ensures the overall functions of the Government Electrical Regulator (GER) are in compliance with the Electricity Act and Regulations;
- Communicates the Vision and Mandate of the GER to both staff and external stakeholders;
- Provides input for the development of Strategic Plans;
- Participates in the development of the Organization's Budget ensuring that all relevant activities to be undertaken and required resources are considered;
- Provides guidance to staff to ensure efficiency and effectiveness;
- Represents the organization, as appropriate, at various local, regional, and international conferences, workshops and meetings on policy or regulatory matters.

Technical/Professional:

- Leads the development and implementation of a fair and transparent Licensing and Registration Process;
- Ensures the review of policies and procedures across the GER in keeping with changes to policy direction;
- Makes recommendations to the Minister for persons who are considered suitably qualified to be licensed as Inspectors;
- Reviews and approves recommendations for persons to be registered as Electricians;
- Reviews or delegates responsibility for the review of the work carried out by Inspectors on Electrical Installations, including work and materials used in installing or extending a system of electrical wiring for the use of light and power, installed in new construction, additions, alterations, or repairs to existing systems;
- Monitors the complaints handling process and ensures investigations are carried out as required;
- Provides oversight for investigatory proceedings or actions to enforce the requirements of the Electricity Act and Regulations;
- Makes recommendations to the Minister in cases where an Inspector is found in breach of the license or is in contravention of the Electrical Act, Regulations or related policies;
- Ensures the development and implementation of the GER's Enterprise-wide Risk Management Programme; ensures the revision and maintenance of the Corporate Enterprise Risk Management (ERM) framework to effectively identify, assess, mitigate, monitor and report risks;
- Collaborates with the respective Officer within the Parent Ministry to develop and monitor the implementation of a Business Continuity Programme for the GER; identifies potential threats having a large-scale debilitating impact on business operations, develops and implements responses to enable rapid decision-making and efficient recovery of operations;
- Supports the Permanent Secretary, Board and its Committees in the development and execution of policy directives and organisational strategies;
- Prepares and drafts instructions to amend the Electricity Act and the relevant Regulations for effective regulation of electrical work, registration and licensing;
- Prepares draft submissions for approval of the parent Ministry for inclusion in Cabinet Submissions;
- Provides technical advice to the Permanent Secretary, Board and Management Team;
- Keeps abreast of global trends in the Electricity Industry, specifically as it relates to licensing and registration.

Human Resource:

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline;
- Co-ordinates the development of Individual Work Plans and recommends performance targets for the staff assigned;
- Evaluates and monitors the performance of direct reports and implements appropriate strategies;
- Recommends transfer, promotion and approves leave in accordance with established Human Resource Policies and Procedures;
- Effects disciplinary measures in keeping with established guidelines/practices.
- Performs any other related duties consistent with the category, nature, functions, and objectives of the job.

Required Knowledge, Skills, and Competencies

Core:

- Excellent written and oral communication skills
- Excellent interpersonal skills
- Excellent customer service skills
- Strong results orientation
- Able to work well in a team

Functional:

- Sound knowledge of the Electricity Act and Regulations
- Sound knowledge of Electrical Technology
- Sound knowledge of Public Sector policies and regulations
- Knowledge of budget planning and monitoring
- Excellent project management skills
- In depth understanding of safety codes and regulations
- Excellent analytical, diagnostic and critical thinking skills
- Excellent planning and organization skills
- Excellent problem solving and decision making skills
- Ability to prepare reports, formulate positions on issues and articulate opinions concisely to conveying necessary information and make recommendations
- Sound knowledge Records and Information Management
- Good research skills
- Excellent people management skills

Minimum Required Qualification and Experience

- Master's Degree in Electrical Engineering, or related discipline;
- At least seven (7) years' experience in a related field, three (3) years of which should be in a management position;
- Training in Supervisory Management;
- Holder of an Electrical License.

Special Conditions Associated with the Job

- Required to travel;
- Some physical activity involved, including standing, bending, walking, and lifting.

3. Director, Management Information Systems (MIS/IT 8)

Job Purpose

Under the general direction of the Principal Director – Corporate Services, the Director, Management Information Systems, strategically drives day to day functional delivery of MIS services and programmes that reflect contemporary best practice and achieves optimal outcomes for the Ministry of Science, Energy and Technology's strategic operational and business requirements.

Key Responsibilities

Management/Administrative:

- Provides professional advice, interpretation and recommendation around the functional areas of Management Information Systems;
- Undertakes planning with senior staff to determine targets and goals for the activities of the Management Information Systems Branch, ensuring standardization of accompanying procedures;
- Contributes significantly with the development and monitoring of the Division's Strategic/Operational Plan and Budget;
- Establishes quality customer service principles, standards and measurements for the Division;
- Develops Individual Work Plan based on strategic alignment with MSET's Operational Plan;
- Establishes and maintains various Management Information Systems Committees that makes recommendations for the implementation of improved procedures and systems;
- Represents the MSET at meetings, conferences and other fora as needed.

Technical/Professional:

- Directs the delivery of high-quality Management Information Systems across the organisation to provide optimal levels of support for the MSET's key operational requirements;
- Directs the development, implementation, evaluation and reporting of the MSET's MIS Strategic, Business and Operating Plans and associated projects, ensuring alignment with the strategic directions of the Organization;
- Drives the development of Standard Operating Procedures and best practices, including providing written protocols and guidance to MIS staff and to end-users;
- Directs the development and implementation all MIS policies and procedures, including those for architecture, security, disaster recovery, MIS reliability, standards, MIS purchasing, and service provision;
- Identifies and defines specific MIS business requirements in collaboration with directors, managers, users across the organization and third-party stakeholders to inform the development of tailored MIS solutions;
- Directs systems development and enhancement and the integration of new systems within existing systems;
- Drives the implementation and delivery of new systems, technologies and services to deliver innovative and flexible MIS solutions that achieve business requirements;
- Directs the deployment, monitoring, maintenance, development, upgrade, and support of all MIS systems, including servers, PCs, operating systems, telephones, software applications, and peripherals;
- Drives ongoing analysis and review of MIS service delivery to identify opportunities to improve and enhance the services for the Organization;
- Negotiates and administers vendor, outsourcer, and consultant contracts and service agreements;
- Provides expertise and support during systems upgrades, installations, conversions and file maintenance;
- Ensures the creation and maintenance of all written documentation, including system and user manuals, license agreements, and documentation of modifications and upgrades;
- Directs provision of end-user services, including Service/Help Desk and Technical Support Services;
- Directs the development of the staff to meet the changing needs of users, groups and offices; new projects and technologies; and varying staff strengths;
- Keeps current with the latest technologies and determines what new technology solutions and implementations will meet business and system requirements;
- Collaborates with critical staff to develop strategies and plans to enhance client services, improve user effectiveness, and foster innovation;
- Communicates regularly with Executive Management and all users of MIS services and systems;
- Reviews and approves training modules aimed at strengthening the MIS processes within the MSET and its Agencies and Departments;
- Develops mechanisms to manage reform and change, by implementing change management processes, that clarify purpose and the benefits of continuous improvements;
- Provides expert advice, briefings and support to Senior Executives on all matters relating to functional area;
- Establishes and maintains linkages with international organizations to keep abreast of trends in MIS/ICT that impact directly on the portfolio responsibilities of the MSET.

Human Resource Management:

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring and coaching;
- Evaluates and monitors the performance of staff in the Branch and implements appropriate strategies;
- Co-ordinates the development of Individual Work Plans and recommends performance targets for the staff assigned;
- Participates in the recruitment and training of staff of the Division;
- Recommends transfer, promotion and leave in accordance with established Human Resource Policies and Procedures;
- Identifies skills/competencies gaps and contributes to the development and Succession Planning for the Division to ensure adequate staff capacity;
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff annual Performance Appraisals and other periodic reviews;
- Ensures the well-being of staff supervised;
- Effects disciplinary measures in keeping with established guidelines/practices.
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Customer and quality focus
- Teamwork and co-operation
- Good interpersonal skills
- Compliance
- Integrity
- Change management

Functional:

- Use of technology (relevant computer applications such as Microsoft Office suite)
- Managing external relationships
- Knowledge of ICT systems analysis and design,
- Knowledge of systems networking, hardware engineering and database management
- knowledge of standards and procedures in the development and implementation of ICT systems
- knowledge of the local and international ICT systems environment, including standards, practices and trends
- knowledge of project management principles and practices, understanding of Project Management principles and lifecycle, Ability to manage a range of projects types and complex business initiatives and change programmes, experience of resource planning against the prioritised portfolio of projects, capability to track project benefits realisation and lessons learnt activities to feed into on-going improvements,

Minimum Required Qualification and Experience

- Master's Degree in Computer Science, ICT, Management Information Systems or a related discipline;
- Training in Leadership/Supervisory Management;
- Five (5) years related experience, with at least two (2) years in a senior management capacity in an MIS environment.

OR

- Bachelor's Degree in Computer Science, ICT, Management Information Systems or a related discipline;
- Training in Leadership/Supervisory Management;
- Seven (7) years related experience, with at least four (4) years in a senior management capacity in an MIS environment.

Special Conditions Associated with the Job

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions;
- May be required to travel locally and internationally to attend conferences, seminars and meetings.

4. Crown Counsel (JLG/LO 3)

Job Purpose

Under the general direction and management of the Senior Assistant Attorney General, the Crown Counsel provides advice and guidance on a range of legal matters to support the work of Minister and Permanent Secretary in the Strategic Management of the Ministry.

Key Responsibilities

Technical/Professional:

- Conducts a range of legal research to provide legal guidance and support in furtherance of the mission critical functions of the Ministry and its subjects;
- Prepares written opinions and advice on a range of legal matters impacting the Ministry and its subjects;
- Provides legal support to the Ministry and its subjects in the preparation of Cabinet Submissions and Drafting Instructions in respect of items on the legislative programme;
- Provides legal support to Ministry during policy development in relation to matters to form part of the legislative programme;

- Assists in the preparation of Bills for tabling and provides legal support in the preparation of the Minister's Briefs;
- Prepares, assists, reviews and amends legal documents or instruments required by the Ministry and its subjects;
- Drafts or reviews Agreements, Contracts or Memoranda of Understanding;
- Prepares legal briefs to the Senior Assistant Attorney-General to support the escalation of nuance or highly complex legal matters or matters of national importance to obtain legal advice from the DSG;
- Prepares briefs for the review of the Senior Assistant AG for the attention of the Department of Legal Reform or the Office of the Chief Parliamentary Counsel requesting comments on draft Cabinet Submissions;
- Provides comments on draft Bills or draft policy papers submitted by other Ministries or Departments;
- Responds to queries or provide information as necessary or required;
- Assists in preparing, collating and executing Affidavits and other evidentiary matters in litigation involving the Ministry or its subjects;
- Follows-up and provides updates on legal matters and attends hearings on behalf of the Ministry;
- Reviews and advise on legal implications of internal policies and procedures;
- Provides legal advice to Ministry on all areas of law;
- Represent the Ministry by participating on inter-ministerial committees or teams in relation to legislation or policy in which the Ministry has an interest;
- Remains current on GOJ policies/initiatives in an effort to add value and inform decision making;
- Remains competent and current through self-directed professional reading, developing professional contacts with colleagues, maintaining membership in professional organizations and participating in AGC initiatives.

Management/Administrative:

- Contributes to the development of the LSU's Strategic and Operational Plan and Budget;
- Develops Individual Work Plans based on alignment to the Unit's Plan;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and project documents as required;
- Prepares and delivers legal presentations as needed.

Human Resources:

- Participates in preparation and implementation of presentations on role of Unit for the Orientation/On-boarding programme;
- Contributes and maintains a harmonious working environment;
- Performs all other related duties and functions as may be required from time to time by Senior Assistant Attorney-General and respective Senior Executives in the Ministry.

Required Knowledge, Skills, and Competencies

Core:

- Excellent interpersonal and team management skills
- Excellent oral and written communication skills
- Strong analytical and problem-solving skills
- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical:

- Excellent legal research and analytical skills
- In-depth and extensive knowledge of the Laws of Jamaica and the broad field of law or practice relating to Constitutional and legislative Affairs
- Highly developed knowledge of the mandate, objectives, strategies, policies, and environment of the AGC-HQ and assigned LSUs
- Excellent knowledge of the English legal system and the legal framework of Government
- Excellent written and verbal communication including presentation skills and the ability to communicate legal information in a manner which can be understood by decision makers and users
- Ability to exercise sound judgement and convictions of purpose in unfavourable or unpopular situations
- Problem solving and negotiation/facilitation skills and experience

- An excellent understanding of the machinery of government, including particularly the Jamaican context and the current challenges facing the GOJ
- Ability to create commitment to a strong and consistent customer service philosophy
- Energy and resilience; the personal capacity to see the bigger picture and be able to navigate obstacles, ambiguity and change
- Advanced IT skills in relation to Word, PowerPoint, Excel and MS Project and associated legal software

Minimum Required Qualification and Experience

- Bachelor of Laws (LLB);
- Legal Education Certificate;
- Three (3) years progressive experience at the Bar.

Special Conditions Associated with the Job

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions;
- May be required to travel locally and internationally to attend conferences, seminars and meetings.

5. Director, Customer Service (GMG/SEG 3)

Job Purpose

Under the direction of the Chief Technical Director, Corporate Services, the Director, Customer Service, is responsible for co-ordination, leadership and management of the Customer Service portfolio of the Ministry and oversight for the Ministry's Agencies. Specifically, the Director is responsible for the development, monitoring and implementation of the Portfolio policies, programmes, projects, standards and related activities, for driving the modernization of the Customer Service Programme across the Ministry and its Portfolio Agencies.

The incumbent maintains linkages with the ISO Division and other key stakeholders in support of ISO Certification on Quality Management Systems and improved service delivery across the Ministry and its Portfolio Agencies.

Key Responsibilities

Management/Administrative:

- Develops the Branch's Annual Operational Plans to be incorporated within the Directorate's Operational Plan;
- Develops the Branch's Annual Budget and manages expenditure within the Budget ceilings;
- Develops and submits the Branch's Monthly, Quarterly, Half-yearly and Annual Reports for relevant internal and external stakeholders of the Ministry;
- Develops and implements relevant policies and procedures towards achievement of the Branch's objectives;
- Represents the Ministry at meetings, seminars, workshops, conferences and other fora;
- Liaises with the Cabinet Office and any other entity, Public or Private, involved in the planning, development and implementation of Customer Service initiatives;
- Convenes quarterly meetings of the Intra-Ministerial Customer Service Team and prepare relevant Minutes and Reports.

Technical/Professional:

- Meets customer service objectives by integrating customer service information and recommendations into strategic plans and reviews; preparing and completing Action Plans; implementing productivity, quality and customer-service standards; resolving problems; completing audits; identifying customer service trends; determining system improvements; implementing change;
- Maximizes customer operational performance by providing help desk resources and technical advice; resolving problems; disseminating advisories, warnings and new techniques;
- Ensures a robust Complaints Management System is in place to resolve customer complaints promptly;
- Improves customer service quality results by reviewing, evaluating, and re-designing business processes; establishing and communicating service metrics; implementing changes;

- Recommends, maintains and implements customer service policies, procedures and guidelines;
- Develops and implements service-level standards focused on response times and issue resolution;
- Develops and implements Customer Service strategies and specific objectives;
- Facilitates customer service financial objectives by forecasting requirements; preparing an Annual Budget; scheduling expenditures; analysing variances; initiating corrective actions;
- Facilitates employees' training and development in Customer Service across the Ministry;
- Reviews and documents business processes aligned to the key services of the Ministry and its Portfolio Agencies and Departments;
- Develops and implements the Customer Service Improvement Plan;
- Develops and monitors the Customer Service Balanced Scorecard;
- Develops and monitors the Complaints Management System;
- Leads the Intra-Ministerial Customer Service Monitoring and Evaluation Team;
- Leads the development, implementation, and maintenance of the Citizens' Charter;
- Supports the certification of MSETT in ISO 9001:2015;
- Ascertains customer service needs by maintaining contact with customers; visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices; analyzing information and applications;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- Collaborates with the Senior Director, Corporate Communication and Public Relations, conducts relevant campaigns and expositions to increase awareness and promotion of the goods and services of the Ministry and its Agencies and Departments.

Human Resource Management:

- Co-ordinates and monitors the work of the Branch;
- Monitors and evaluates the performance of direct reports, prepares Performance Appraisal and recommend and/or attaining established personal and/or organizational goals;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Participates in the recruitment of staff for the Unit and recommends transfer, promotion, termination and leave in accordance with established Human Resource policies and procedures;
- Ensures the welfare and development needs of staff in the Division are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and Organization's goals;
- Allocates and schedules work; allocates monthly mileage to travelling officers;
- Maintains, monitors and submits Attendance Reports for all relevant members of staff;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- People Management skills
- Good interpersonal skills
- Customer and quality focus
- Good planning and organizing
- Good problem-solving and decision-making skills
- Managing the client interface

Technical:

- Customer Care and Relations
- Business Process Re-engineering
- Research Methods and Data Analysis
- Developing Standards
- Knowledge of MSETT's Citizens' Charter
- Knowledge of GOJ's Customer Service Policy Papers
- Knowledge of ISO on Quality Management Systems
- Knowledge of research methods and analysing data
- Knowledge of GOJ's Policies and Procedures

Minimum Required Qualification and Experience

- Bachelor's Degree in Business Administration or Management or related field;
- Three (3) years' experience in Customer Service at a supervisory level;
- Experience with call centres and Help Desk environment.

Special Conditions Associated with the Job

- Extended working hours;
- May be required to travel locally and overseas to attend conferences, seminars and meetings.

6. International Transport Policy Officer (GMG/SEG 2)

Job Purpose

The International Transport Policy Officer (Aviation) will be responsible for carrying out duties regarding to Transportation Policy: monitoring aviation trends, formulating, reviewing and advising on Transport Infrastructural Policies as well as liaising with the Ministry's Portfolio Agencies to ensure that policies and programmes are implemented and monitored.

Key Responsibilities

Technical /Professional:

- Reviews and researches Sub-sector issues that require policy changes, including outcomes from international conventions, legislation, technology changes and other developments;
- Monitors and analyzes trends, developments and challenges in the Aviation Industry;
- Conducts research on emerging technologies, market dynamics, and regulatory frameworks to inform policy decisions and support the growth and competitiveness of the Aviation Industry;
- Assists with the monitoring of the effectiveness of the Transport Plan and related policy;
- Drafts policy statements, documents and papers for submission as required to support changes in policy, legislation and regulations for the Sub-sector;
- Prepares briefs, reports and meeting notes as required for the Ministers, Permanent Secretary or other Senior Officers so as to provide policy advice to the policy process;
- Liaises with the Attorney General's Department to obtain advice on legislation, policy changes, and interpretation;
- Participates in the development of the National Transport Plan including the development of policy and Action Plans and other documents for implementation in collaboration with the key stakeholders and other Agencies, in keeping with the Ministry's Corporate and Operational Plans;
- Facilitates and encourages stakeholder participation in the formation of policy via Public Meetings;
- Undertakes Socio-Economic Surveys to inform programmes aimed at Transport Works;
- Provides information and assists in the preparation and review of the Units Budget;
- Facilitates the tabling of Annual Reports and Audited Financial Statements for various portfolio Agencies in the Houses of Parliament;
- Liaises with Government Ministries and Agencies to achieve co-ordination, collaboration and integration of GOJ aviation policies;
- Conducts environmental scanning to inform proposals relating to Transportation Projects;
- Designs and develops systems and processes to monitor the effectiveness and outcome of legislative and regulatory measures;
- Investigates and responds to the public queries regarding Aviation transport issues and problems;
- Supports the implementation of aviation policies by co-ordinating with relevant stakeholders, providing guidance on compliance, and monitoring progress;
- Monitors the impact of implemented Transport Policies and propose adjustments or improvements as needed;
- Participates in Local, Regional and International Conventions, Workshops and Meetings on Sub-Sector Transport or Infrastructure policy issues;
- Participates in working teams and committees that include the Ministry and Agency staff, Private Sector input, and consultancy expertise as required;
- Maintains accurate documentation of policy development processes, consultations, and decisions;
- Undertakes any other related duties that may be assigned from time to time.

Required Knowledge, Skills, and Competencies

Core:

- Good oral and written communication skills
- Good interpersonal skills
- Teamwork and co-operation
- Good analytical thinking, problem-solving and decision-making skills
- Ability to use own initiative
- Good planning and organizing skills
- Attention to detail

Technical/Functional:

- Sound background in policy development
- Excellent knowledge of Government's policy formulation, monitoring and evaluation processes and parliamentary procedures
- Knowledge of transport policy objectives, operations and planning processes
- Understanding of the legislative process
- Knowledge of prevailing social and economic factors impacting transport
- Knowledge of relevant environment standards and regulations
- Strong research and consultative skills
- Experience in the use of standard computer applications
- Extensive knowledge of aviation regulations, policies, and international standards, such as those set by the International Civil Aviation Organization (ICAO)

Minimum Required Qualification and Experience

- Bachelor's Degree in Public Sector Management, Public Administration, Public Policy, or development related discipline;
- Training in Policy Formulation and Management would be an asset;
- Four (4) years professional experience in Policy Development and Analysis in the Public Sector.

Special Conditions Associated with the Job

- May be required to work beyond regular working hours;
- May be required to travel locally and overseas in the execution of official duties.

7. Employee Relations Officer (GMG/SEG 1)

Job Purpose

Under the direct supervision of the Director, Employee Relations, Health, Safety and Wellbeing, the Employee Relations Officer will be responsible for managing employee and industrial relations practices within the Ministry and address or avert issue of concern as it relates to working conditions, contracts of employment, workplace agreements, absence management, dispute resolutions as well as managing employees participation in management decisions regarding conflict and grievance resolution.

Key Responsibilities

Administrative/Management:

- Develops and implements strategies for the prevention and resolution of disputes and grievances in order to ensure organizational compliance with relevant legislation, industrial instruments, the Ministry and other GOJ policies;
- Interprets policies for supervisors and employees;
- Meets with Union Representatives and staff regularly to resolve concerns, problems, and grievances. Provides innovative ways to address and solve industrial disputes;
- Provides consultation for supervisors and managers on disciplinary actions involving bargaining unit employees to ensure consistent and fair application of the principles of due process and just cause, as well as collective bargaining agreements and Agency policy;
- Coordinates responses to employee grievances; prepares for and assists in presenting arbitration and contested cases;
- Acts as liaison with internal stakeholders, monitors organizational change processes and ensures appropriate communication and consultation with employees and their representative unions/associations to mitigate the risk of industrial disruption and ensure that organization priorities are met. Assists with outplacement and job search options where possible;
- Liaises with Legal Officer and Disciplinary Committees on all cases;

- Researches and investigates concerns by managers, employees and unions/associations relating to employee issues and formulates plans to address potential breaches of industrial instruments or statutory entitlements to enhance industrial peace;

Technical:

- Arranges Disciplinary Hearings;
- Co-ordinates with Public Sector Employee Assistance Programme (PSEAP) and other providers to conduct counseling sessions with employees individually as necessary;
- Conducts research on Labour Relations matters to ensure the continued update of policies in keeping with government and international standards;
- Liaises with internal stakeholders to assist in managing the Human Resources during any restructuring within the Organization.
- Organizes the investigation of accidents and unsafe working conditions, studies possible causes and recommends remedial action;
- Provides employee relations support to Departments/Agencies for which the Ministries have oversight, as required;
- Provides Monthly and/or Ad hoc Reports as required;
- Maintains confidential files for employee relations matters.

Other:

- Performs other related duties that may be assigned from time to time;
- Participates in the development/review of Human Resource Policies and Procedures Manual.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Customer and quality focus
- Teamwork and co-operation
- Integrity
- Compliance
- Good interpersonal skills
- Change management

Technical:

- Excellent knowledge of Jamaica Industrial Relations system with a knowledge of current workplace legislation and policy
- Excellent knowledge in modern Occupation Health and Safety and environmental policies and practices
- Excellent judgement, and analytical skills
- Excellent interpersonal, negotiation and conflict resolution skills
- Knowledge of Human Resource processes and procedures

Minimum Required Qualification and Experience

- First Degree in Human Resource Management, Industrial Relations or similar discipline;
- Specialized Training in Industrial Relations;
- Three (3) years' experience in Industrial Relations.

8. Assistant Transport (GMG/AM 3)

Job Purpose

The Assistant Transport Officer is responsible to assist the Transportation Manager in the oversight and maintenance of the fleet of vehicles for the Ministry of Science, Energy, Telecommunications and Transport (MSETT).

The Assistant Transport Officer will work closely with the Transport Manager to ensure safe, effective, efficient and responsive service delivery within the Ministry.

Key Responsibilities

Technical /Professional:

- Recommends route maps to ensure efficiency in the mail delivery process;
- Assists in the maintenance of Daily Assignment Log Book and Defects Log Book;
- Assists in the maintenance of vehicle records, including Registration Certificates, Certificates of Fitness, Insurance Policies, Inspection Schedules/Service Schedule;

- Keeps track of Maintenance Schedules for vehicles and initiates procedures to have the vehicles serviced in a timely manner;
- Assists the Transport Manager with ongoing orientation, training and evaluation of drivers and reports any concerns to the Manager for necessary action;
- Provides input to the development and implementation of transport policies and strategies to improve operations;
- Assists in the management of reporting and investigation of vehicles involved in accidents;
- Advises the Transport Manager of malfunctioning vehicles;
- Assists in fuel management.

Management/Administrative:

- Manages the operations of the Unit during absence of the Transport Manager;
- Assists in the preparation of quarterly Motor Vehicle Operational Efficiency Reports (fuel and mileage);
- Participates in the formulation/development of the Strategic/Corporate Plans and Budget for the Unit;
- Assists in the preparation of Operational Plans and Work Plans for the Unit;
- Participates in monthly, quarterly, annual performance review and reporting meetings for the Unit/Division;
- Ensures that staff is aware of and adheres to the policies, procedures and regulations which guides the operations of the Ministry, Division and the Unit;
- Assists in the preparation highway toll reports and assist in the preparation of payment for toll Accounts;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good interpersonal skills
- Good planning and organizing skills
- Teamwork
- Integrity
- Ability to use own initiative
- Customer and Quality focus
- Ability to remain calm and courteous in all conditions

Technical:

- Be aware of the Government of Jamaica Transport legislation and procedures to ensure compliance
- Mechanical Knowledge
- Operational knowledge of policies and procedures in relation to the transportation function
- Knowledge of the Unit's/Division's Administrative Policies and Procedures
- Computer skills with knowledge of Microsoft Office Suite
- Sound knowledge of data and record keeping

Minimum Required Qualification and Experience

- Associate Degree in Business/Public Administration or equivalent from an accredited institution;
- Three (3) years' experience in a similar position in the Public or Private Sector.

Special Conditions Associated with the Job

- Required to work beyond normal working hours, whenever the need arises;
- May be required to work on weekends;
- Must have a Valid Driver's License.

Applications accompanied by résumés should be submitted **no later than Monday, 17th November, 2023 to:**

**Director, Human Resource Management and Development
Ministry of Science, Energy Telecommunications and Transport
PCJ Building
36 Trafalgar Road,
Kingston 10**

Email: hr@mtw.gov.jm

Please note that only shortlisted applicants will be contacted.

Applications should include the names and positions of two (2) senior persons who can provide a character and work-related reference.

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