



## Office of the Services Commissions

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### **CIRCULAR No. 456**

**OSC Ref. C.4858<sup>46</sup>**

**27<sup>th</sup> 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 fill the following **vacant** posts in the **Island Traffic Authority**:

1. **Director, Human Resource Management and Development (Band 9)**, salary range \$4,594,306 - \$6,178,830 per annum.
2. **Manager, Organizational Development and Change Management (Band 8)**, salary range \$3,770,761 - \$5,071,254 per annum.
3. **Senior Human Resource Officer (Benefits) (Band 5)**, salary range \$1,984,305 - \$2,668,670 per annum.
4. **Human Resource Officer (Band 4)**, salary range \$1,550,136 - \$2,084,761 per annum.
5. **Administrative Assistant (Band 3)**, Salary range \$1,272,269 - \$1,711,060 per annum

#### **1. Director, Human Resource Management and Development (Band 9)**

##### **Job Purpose**

Leads and manages the Human Resource Management, talent development and organization development functions of the ITA by ensuring that best practices are implemented to achieve organizational efficiency and effectiveness

##### **Key Responsibilities**

###### ***Management/Administrative:***

- Provides professional advice and the interpretation of HR policies for the ITA;
- Establishes Human Resource links between strategies and objectives of the Divisions;
- Establishes and describes links between Corporate policies and personnel activities;
- Undertakes planning with senior staff to determine targets and goals for the activities of the Division, ensuring standardisation of accompanying procedures;
- Develops the Divisions Strategic/Operational Plan and Budget;
- Develops Individual Work Plan based on strategic alignment with Division's Operational Plan;
- Advises the various HR Committees that make recommendations for the implementation of improved HR policies and programmes;
- Represents the ITA at meetings, seminars, conferences and workshops, or on committees to examine and evaluates standards, incentive systems and HR policies and programmes;
- Directs the Benefits Administration of staff wellness programmes;
- Evaluates implementation of HR programmes and provides recommendations to correct weaknesses.

###### ***Technical/Professional:***

- Formulates Human Resource policies and procedures that guide the Human Resource functions of the ITA in keeping with government regulations and laws;
- Directs the implementation of various procedures that support the strategic objectives of the Division;
- Chairs the interview panel for selection of Senior Management Placements;
- Recommends and guides the development of the Authority's Grievance and Termination policies;
- Promotes policies and programmes that support the retention of staff possessing the ability to accomplish the ITA's objectives;
- Monitors the HR functions to ascertain the effects on the operations of the Branch and makes develop strategies for improvements.

- Monitors the preparation of Quarterly Reports for submission to the Human Resource Committee;
- Conducts research to support any recommended changes into Human Resource policy issues;
- Provides guidance and support to Committee that deals with infractions for staff; recommendations and reports to the Committee as necessary;
- Guides the development of the ITA's training policies and the provision of talent development for staff thereby ensuring that a skilled work force is provided;
- Directs the operational reviews and studies designed to improve the workflow and processes of Divisions, Branches and Unit;
- Supports the promotion of the use of technology to increase efficiency;
- Manages the implementation and maintenance of the Performance Management and Appraisal System;
- Provides guidance to the ITA staff in the preparation of their Work Plans;
- Establishes the Recognition/Reward System;
- Provides feedback to Divisional Heads and recommends areas for improvements as necessary;
- Promotes/enhances harmonious Industrial Relations climate;
- Manages the Occupational Health and Safety of employees at various stations across the island and Head Office;
- Conducts negotiations and mediating activities to maintain good working relations;
- Manages enrolments/disenrollment to the Authority's Pension Fund in keeping with staffing decisions and ensures accuracy of contributions.

***Human Resources (for the people management of the Branch):***

- Monitors and evaluates the performance of direct reports, prepares Performance Appraisals and recommends or initiates correction action where necessary to improve performance and/or attaining established personal and/or organisational goals;
- Participates in the recruitment of staff for the ITA and recommends transfers, 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;
- Maintains a system that fosters a culture of teamwork, integrity, engagement, high-performance and commitment to the Organization's goals and initiatives;
- Contributes to the development and implementation of a Succession Planning Framework in collaboration with the Human Resource Management and Development Division;
- Participates in setting the framework for culture and expectations for the on boarding or Orientation programme/process.

**Required Knowledge, Skills and Competencies**

***Core:***

- Good planning and organizing skills
- Team and results oriented
- Good interpersonal skills
- Confidentiality and Integrity
- Excellent oral and written communication skills
- Excellent time management skills and analytical skills

***Technical:***

- Strategic thinking
- Good leadership skills
- Sound knowledge of new and diverse training needs
- Sound knowledge of Human Resource Management functions, including industrial relations, occupation health and safety and compensation and benefits
- Knowledge of Organizational Development theory, concepts and practices
- Knowledge of relevant computer office applications and systems

**Minimum Required Qualification and Experience**

- Master's Degree in the Social Sciences or Human Resource Management or equivalent qualification;
- Training in Industrial Relations and Occupational Health and Safety;
- Five (5) years' experience in a senior position of a similar nature.

**OR**

- Bachelor's Degree in Social Sciences or Human Resource Management or equivalent;

- Training in Industrial Relations and Occupational Health and Safety;
- Eight (8) years' experience in senior position of a similar nature.

## **2. Manager, Organizational Development and Change Management (Band 8)**

### **Job Purpose**

Provides management analysis and organizational development service to the ITA with a view to improving the efficiency and effectiveness of its operations.

### **Key Responsibilities**

#### ***Management/Administrative:***

- Leads and manages the Unit for effective analysis and planning Human Resource Management programmes and projects;
- Provides technical advice to Senior Manager, HRM&D as it relates to area of expertise;
- Contributes to the development of the Division's Strategic and Operational Plans and Budget;
- Researches and provides insights on existing and future demands and services within organization development;
- Prepares and delivers reports, presentations and other official documents towards the effective management and provision of services;
- Represents the ITA at national, regional and international meetings, seminars and conferences and provides required feedback and contribution.

#### ***Technical/Professional:***

- Manages/Administers the implementation of Human Resource policies in keeping with GOJ guidelines and regulations;
- Interprets and implements Government's and ITA's Human Resource policies;
- Monitors that new or revised policies are implemented and understood;
- Identifies areas where Human Resource improvements are needed and develops proposals to rectify same;
- Maintains links with HR practitioners to keep abreast of new developments and best practices;
- Evaluates and approves for implementation policy proposals submitted by staff which will improve the efficiency and effectiveness of the Organization;
- Conducts organizational and strategic reviews within the Island Traffic Authority;
- Documents areas in need of strengthening in terms of structure, systems and human resource development;
- Conducts preliminary surveys to determine and define the objectives of the study, scope of the study and appropriate methods and techniques to be employed and the requisite Terms of Reference;
- Manages the change process through the use of Change Management Techniques and approaches to mitigate risks of resistance;
- Develops Change Management and Change Management Plans;
- Develops new and revise existing Job descriptions;
- Conducts systems and procedure studies;
- Supports the implementation of the Performance Management Appraisal System(PMAS) and other reform initiatives;
- Facilitates the monitoring of the Performance Management and Appraisal System within the ITA to ensure equity and fairness;
- Initiates and develops strategic and tactical plans/programmes which will promote a healthy and proactive industrial relations climate;
- Monitors the implementation and maintenance of several programmes within ITA, such as the Service Excellence Programme, Orientation Programme, Internship Programme and Succession Planning Programme.

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

#### ***Core:***

- Good oral and written communication skills
- Teamwork and co-operation
- Results oriented
- Good interpersonal skills
- Good problem-solving and decision-making skills
- Confidentiality and integrity

#### ***Technical:***

- Good leadership skills

- Good People Management skills
- Excellent knowledge of Human Resource Management Techniques
- Good knowledge of Public Service Regulations, Staff Orders and other Human Resource legal documents
- Good knowledge of Labour Laws and Industrial relations practices
- Proficiency in relevant computer applications, including management information systems

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

- Master's Degree in Human Resource Management or related field;
  - Three (3) years related experience.
- OR**
- Bachelor's Degree in Human Resource Management or related field.
  - Six (6) years related experience.

### **3. Senior Human Resource Officer (Benefits) (Band 5)**

#### **Job Purpose**

The incumbent is responsible for the administration of leave, pensions and other benefits for all categories of workers who have served in the Island Traffic Authority, in accordance with the Pensions and Labour Relations Act, Staff Order and Public Service Regulations and ITA Human Resources Policy and Procedural Manual.

#### **Key Responsibilities**

##### ***Management/Administrative:***

- Develops Individual Work Plan based on strategic alignment with the Division's Operational Plan;
- Participates in and arranges meetings, seminars and workshops as required;
- Prepares Annual/Quarterly/Monthly or special reports as assigned;
- Prepares and delivers presentations for the sensitisation and maintenance of the Performance Management System and other organization development initiatives.

##### ***Technical/Professional:***

- Computes and verifies all vacation, Recreational, Special, Maternity, Special Sick and Departmental Leave;
- Liaises with ITA Service Hubs and Head Office for the monitoring and reporting monthly attendance;
- Provides information concerning leave eligibility;
- Checks and verifies salaries, reclassification, appointments and leave entitlement for all members of staff;
- Certifies the authenticity of documents submitted for the processing of benefits;
- Liaises with Payroll Officer to ensure accurate payments of emoluments;
- Makes requests for National Insurance Scheme and National Housing Trust contributions of employees and retirees;
- Processes Leave Particulars for officers referred for Medical Board;
- Maintains a record of all members of staff who will proceed on pre-retirement leave and provides counselling and sensitizations workshops for potential and pre-retirees;
- Sensitizes staff on matters pertaining to labour laws and other aspects of Industrial Relations as it applies to the processing of benefit;
- Prepares and submits letters for linkage of service to the Ministry of Finance and Public Service;
- Requests Death Certificates, Probated Will and other documents vital for the processing of death benefits;
- Processes enrolment and disenrollment re the Health Insurance and Pension schemes.

##### ***Human Resources:***

- Contributes to a system that fosters a culture of teamwork, integrity, engagement, high-performance and commitment to the organisation's goals and initiatives;
- Contributes to the development and implementation of a Succession Planning Framework in collaboration with the Human Resource Management and Development Division;
- Participates in setting the framework for culture and expectations for the On-boarding or Orientation programme/process.

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

#### ***Core:***

- Good oral and written communication skills
- Detail oriented and methodical
- Team and results oriented
- Confidentiality and Integrity
- Good interpersonal skills

#### ***Technical:***

- Good planning and organizing skills
- Knowledge of government legal requirements for benefits such as leave and pension, including Public Service Regulations
- Knowledge of Government operational guidelines
- Knowledge of relevant computer applications and systems

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

- Bachelor Degree in Human Resource Management or related field;
  - Two (3) years related experience.
- OR**
- Associate Degree in Human Resource Management or related field;
  - Four (4) years related experience.

## **4. Human Resource Officer (Band 4)**

### **Job Purpose**

The incumbent is responsible for the preparation and maintenance of all Human Resource Management Records, including employee files and leave allotment and computation to enhance a modern and efficient Records Management System for the ITA.

### **Key Responsibilities**

#### ***Management/Administrative:***

- Develops Individual Work Plan based on strategic alignment with the Division's Operational Plan;
- Participates in and arranges meetings, seminars and workshops as required.

#### ***Technical/Professional:***

- Processes leave (Vacation, Departmental, Sick, Study, Maternity etc.);
- Monitors Attendance Register/Records to account for punctuality and absences;
- Makes submission to convene medical board for approval for Special Sick Leave;
- Seeks approval through the relevant Senior Human Resource Officer for staff to accumulate Vacation Leave beyond the maximum;
- Prepare and update Period of Service Record with leave information;
- Prepare submissions in the Human Resource Committee Meeting;
- Develops and maintains personnel files through manual and system updates;
- Prepare Job Letters for employees to take to, inter alia, various Embassies and financial intuitions.

#### ***Human Resources:***

- Contributes to a system that fosters a culture of teamwork, integrity, engagement, high-performance and commitment to the Organization's goals and initiatives.

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

#### ***Core:***

- Good oral and written communication skills
- Good interpersonal skills
- Confidentiality and integrity
- Team oriented

#### ***Technical:***

- Knowledge of Human Resources policies and procedures

- Knowledge of relevant computer applications and systems

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

- Diploma/Associate Degree in Human Resources Management or related field;
- One (1) year related working experience with in-service training.

**OR**

- Four (4) CXC or GCE inclusive of Mathematics and English Language;
- Three (3) years working experience with in-service training.

## **5. Administrative Assistant (Band 3)**

### **Job Purpose**

Provides support for the effective office and administrative management of the Branch.

### **Key Responsibilities**

#### ***Management/Administrative:***

- Develops with guidance from the Manager/Senior Manager a set of operational objectives and guidelines for the operations of the Branch;
- Liaises with various strategic partners, clients and stakeholders to address or bring issues to the attention of the Manager/Senior Manager, or in the general organizing and planning of various programmes and/or events;
- Develops processes for efficient manual and computerized records management systems;
- Develops Individual Work Plan and plan for the administrative support of the Manager/Senior Manager for review.

#### ***Technical/Professional:***

- Analyzes documents and correspondence to the Manager/Senior Manager. Manages their processing including preparing acknowledgment, initiating follow-ups and routing to respective individuals and personnel;
- Pursues appropriate follow-throughs to ensure matters are attended and appraises the Manager/Senior Manager appropriately;
- Prepares a range of official and routine documents including reports and correspondence;
- Drafts reports, presentations and other documents as preparation for relevant meetings, programmes and initiatives within the Branch;
- Organizes meetings, schedules and agenda for the Manager/Senior Manager;
- Compiles information for the Senior Manager as requested;
- Ensures efficient computerized and manual systems of filing for the office and the secure maintenance of official and confidential records;
- Manages the office and supplies inventory for the office, and the acquisition of relevant equipment, furniture and tools for the effective operations of the Branch;
- Prepares/compiles appropriate meeting documents, including Minutes and ensures follow-ups with post-meeting actions and decisions;
- Participates in planning and organizing of ITA functions and ceremonies.

#### ***Human Resources:***

- Contributes to a system that fosters a culture of teamwork, integrity, engagement, high-performance and commitment to the Organization's goals and initiatives;
- Contributes to the development and implementation of a Succession Planning Framework in collaboration with the Human Resource Management and Development Division;
- Participates in setting the framework for culture and expectations for the On-boarding or Orientation Programme/process.

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

#### ***Core:***

- Good oral and written communication skills
- Good problem solving skills
- Team and results oriented
- Good interpersonal skills
- Ability to use own initiative
- Integrity and confidentiality

**Technical:**

- Good planning and organizing skills
- Sound background in administrative and office management
- Knowledge of government operational procedures
- Proficient in the use of relevant computer applications

**Minimum Required Qualification and Experience**

- Diploma/Associate Degree in Public Sector Management/Administrative Management or related discipline;
- Two (2) years related working experience.

Applications accompanied by résumés should be submitted **no later than Thursday, 9<sup>th</sup> November, 2023 to:**

**Senior Director, Corporate Services  
Island Traffic Authority  
97 B Church Street  
Kingston**

Email: [ita-hr@mtw.gov.jm](mailto:ita-hr@mtw.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**