



Office of the Services Commissions

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CIRCULAR No. 523 **OSC Ref. C. 4840³²**

19th December 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 **Corporate Planning and Administration, Taxation Policy and the Strategic Human Resource Management Divisions, Ministry of Finance and the Public Service (MOFPS)**:

1. **Corporate Communications Manager (MCG/IE 5)**, salary range \$4,594,306 – \$6,178,830 per annum.
2. **Corporate Communications Officer (MCG/IE 4)**, salary range \$3,770,761 – \$5,071,254 per annum.
3. **Senior International Trade Relations Officer (GMG/SEG 2)**, salary range \$3,770,761 – \$5,071,254 per annum.
4. **Junior Librarian (PIDG/LB 2)**, salary range \$2,478,125 – \$3,332,803 per annum.
5. **Pensions Computation Officer (GMG/AM 4) – (2 posts)**, salary range \$2,478,125 – \$3,332,803 per annum.

1. Corporate Communications Manager (MCG/IE 5)

Job Purpose

Under the general direction of the Director, Corporate Communications and Public Relations, the Corporate Communications Manager is responsible for the provision of communication services to support the Ministry of Finance and the Public Service's (MoFPS) organizational policies and programmes. The position is responsible for developing, project managing and implementing a range of media and communication initiatives to promote and support the MoFPS' mandate.

Key Responsibilities

Technical/Professional:

- Assists in the development and delivery of the Ministry of Finance and the Public Service's media and communications strategies;
- Analyzes requirements and proposals on ways to integrate advocacy and communication strategies into all aspects of the MoFPS' policies, programmes and projects;
- Assists in the definition, implementation and evaluation of an integrated Communication Plan for the Ministry of Finance and the Public Service, that builds awareness of the Organization's Mandate and Vision;
- Prepares and conducts communications needs assessments for the MoFPS Divisions, projects and programmes;
- Creates, implements and maintains effective branding strategies and standards for the Ministry of Finance and the Public Service;
- Manages the Organization's Media and Corporate Communications buying budgets and operations, including but not limited to print publications, targeted digital media, and social media advertising;
- Devises, implements and maintains an effective web presence for the MoFPS;
- Formulates, implements and maintains rewarding and efficient search engine optimization (SEO) and search engine marketing (SEM) strategies to enhance the MoFPS' search engine presence;
- Devises, implements and maintains engaging social media strategies for the Ministry of Finance and the Public Service;
- Designs and publishes a Ministry e-newsletter containing relevant news and pictures from across the MoFPS;
- Devises, implements and maintains an effective and efficient print publication strategy, including the establishment of Editorial Committee;

- Designs and prints/publishes appropriate company promotional items such as brochures, graphics, videos, slide shows, booths, and more, to aid with events, etc.;
- Captures and maintains an archive of marketable digital imagery including high quality MoFPS logos and graphics, photography and videography of Ministry operations, assets, and employees;
- Devises, implements and maintains an effective internal marketing campaign for employees of the MoFPS;
- Assists in the planning of MoFPS and community events as directed by the FS, DFS Corporate Services or other Executive Managers;
- Collaborates with appropriate corporate Executive Managers and Senior Divisional Marketing Managers to ensure continuous improvement and to ensure that adjustments to strategy are made as needed and in a timely fashion;
- Keeps informed of developments in the Corporate Communications, Government Management and fiscal governance to help the Ministry operate with initiative and innovation.

Management/Administrative:

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

Human Resources:

- 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 organizational goals;
- Participates in the recruitment of staff for the Branch and recommends, promotion, 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 Unit;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and Organization's goals;
- Prepares and conducts presentations on role of Division/Unit for the Orientation/Onboarding programme.

Customer Service:

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meets expectations;
- Prepares quarterly and/or annual Customer Service Reports in accordance with established standards;
- Performs any other duties and functions that may be required from time to time.

Required Knowledge, Skills, and Competencies

- Excellent interpersonal and team management skills;
- Excellent oral and written communication skills;
- Strong analytical and problem solving 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;
- Good knowledge of the media & communication landscape;
- Good knowledge of communication strategies and techniques;
- Ability to foster and maintain a good working relationship with the media;
- Good understanding of the machinery of Government, political processes and the requirements of Ministers and other officials;
- Advanced IT skills in relation to Word, PowerPoint, and Publisher.

Minimum Required Qualification and Experience

- Bachelor's Degree in Media/Communication Studies, Mass Communication, Public Relations or a related discipline;

- Four (4) years' experience in a Media and communications environment, with at least two (2) years in management capacity.

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 overseas to attend conferences, seminars and meetings.

2. Corporate Communications Officer (MCG/IE 4)

Job Purpose

Under the general direction of the Corporate Communications Manager, the Corporate Communications Officer is responsible for the Ministry of Finance and the Public Service's (MoFPS) social and virtual media landscapes to increase awareness of its policies, programmes, projects, community participation and ensure that the Ministry's initiatives are reaching all stakeholders. The Corporate Communication Officer also provides inputs to the design, management and implementation of the MoFPS' communications and publication strategies.

Key Responsibilities

Technical/Professional:

- Assists with the preparation of and conducts communications needs assessments for the MoFPS Divisions, projects and programmes;
- Provides assistance with the analysis of requirements and proposals on ways to integrate advocacy and communication strategies into all aspects of the MoFPS' policies, programmes and projects;
- Researches, develops, implements and evaluates the parameters for the social media strategies for the Ministry of Finance and the Public Service (MoFPS);
- Co-ordinates Social Media campaigns and day-to-day activities including:
 - Promotes the MoFPS' policies, programmes and initiatives through social media, ensuring consistency across all platforms;
 - Creates, curates and manages all published content (images, video and written);
 - Monitors, listens and responds to users in a "Social" way while cultivating interest;
 - Conducts online advocacy and open stream for cross-promotions;
 - Develops and expands community and/or blogger outreach efforts;
 - Oversees design (ie: Facebook Timeline cover, profile picture, thumbnails, ads, landing pages, Twitter profile, Instagram, and blog);
 - Designs, creates and manages promotions and social ad campaigns;
 - Develops a repository of frequently asked questions and answers;
 - Compiles reports for management showing results and the Ministry's Corporate Social Responsibility initiatives;
- Captures and analyzes social media data/metrics, insights and best practices to inform improvements where applicable;
- Advocates for the MoFPS in Social Media spaces, engaging in dialogues and answering questions where appropriate;
- Identifies, reports and monitors social media trends that can position the Ministry in a positive light and encourages the adoption of social media tools, applications and channels among stakeholders;
- Ensures that all social networking strategies are compliant with the Ministry's regulations and social media guidelines;
- Works with various Divisional Teams within the Ministry to gain appropriate input on social networking initiatives and strategies;
- Identifies threats and opportunities in user generated content surrounding the MoFPS and reports notable threats to appropriate management;
- Provides technical advice and feedback to executive management of the Ministry to inform strategic direction and policy;
- Promotes social media within the MoFPS by educating staff on the importance of social media, its technology and campaigns;
- Assists in preparing organizational documents such as periodic reports, corporate profiles and submissions;
- Assists with the design and publication of a Ministry e-newsletter and other promotional items such as brochures, graphics, videos, etc.;
- Assists in the planning of MoFPS and community events as directed by the FS, DFS Corporate Services or other Executive Managers;

- Stays abreast of new social media sites, platforms and emerging technologies in the corporate communication environment;

Management/Administrative:

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

Customer Service:

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meets expectations;
- Prepares quarterly and/or annually Customer Service Reports in accordance with established standards;
- Performs any other related duties that may be required from time to time.

Required Knowledge, Skills, and Competencies

- Excellent interpersonal and team management skills;
- Excellent oral and written communication skills;
- Strong analytical and problem solving 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;
- Good knowledge of Corporate Communication Principles and Practices;
- Good understanding of Social Media tools and platforms;
- Ability to foster and maintain a good working relationship with the media;
- Good understanding of the machinery of Government, political processes and the requirements of Ministers and other officials;
- Advanced IT skills in relation to Word, PowerPoint and Publisher.

Minimum Required Qualification and Experience

- Bachelor's Degree in Media/Communication Studies, Mass Communication, Digital Media Communications or a related discipline;
- Two (2) years' experience in a Media and communications 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 overseas to attend conferences, seminars and meetings.

3. Senior International Trade Relations Officer (GMG/SEG 2)

Job Purpose

Under the general direction of the Senior Director, International Trade Relations, the Senior International Trade Relations Officer has the responsibility to conduct research and administer the system of relief provided for under the CARICOM Trade Agreement, whilst ensuring that revenue is safeguarded.

Key Responsibilities

Technical/Professional:

- Receives, reviews and processes requests for information;
- Consults with Principal Director and Director for guidance in information dissemination;
- Conducts research and analysis to aid in decision making;
- Investigates cases that are red flagged;

- Conducts research to provide the information to facilitate preparation of reports, briefs and policy papers;
- Responds to ad hoc requests and random issues;
- Provides accurate and timely information to members of the Public, Public and Private Sector Entities, on matters relating to the CET and additional stamp duty;
- Ensures that all requests for information/reports/documents are produced and disseminated to various clients within the time and with the quality specified;
- Conducts feasibility studies in pertinent areas;
- Ensures that clients of the Branch are politely and courteously dealt with via telephone, email or by any other means of communication;
- Attends meetings;
- Participates in at least one (1) training programme per annum;
- Liaises with the different stakeholders;
- Keeps abreast of the latest information concerning foreign market trends;
- Ensures the flow of information is maintained in the absence of the Director both internally and externally;
- Develops and maintains a database of applicants receiving CET suspensions;
- Provides the necessary monthly reports.

Management/Administrative:

- Participates in the development of the Branch's Corporate and Operational Plans and Budgets;
- Represents the MOFPS at conferences, symposiums/seminars/workshops and meetings both local and overseas;
- Member of Technical Working Group where required;
- Assists with the preparation of Jamaica's delegation to International meetings and negotiations;
- Prepares Individual Work Plans;
- Assists in ensuring that the Branch has sufficient and appropriate physical resources to enable the staff to perform their duties efficiently and effectively;
- Participates in regular staff meetings and ad-hoc meetings, as necessary to discuss task scheduling and any other issues/problems that impact the Branch so as to provide solutions to achieve objectives;
- Maintains effective working relationships with external and internal stakeholders and clients, ensuring that the Branch provides a consistently high level of service to them.

Required Knowledge, Skills, and Competencies

- Sound knowledge of tax laws and treaties;
- Sound knowledge of taxation policies;
- A sound working knowledge of multilateral and bilateral trade agreements to which Jamaica is signatory;
- Strong knowledge of direct and indirect taxes as well as emerging taxes;
- Working knowledge in Human Resource Management practices;
- Strong research and analytical skills;
- Sound knowledge of computer applications;
- Possess excellent written and oral communication skills;
- Possess and exercises high integrity and ethical standards;
- High attention to detail/focus;
- Problem Solving and Analysis – Possess the ability to identify and analyze work related problems and generate innovative or appropriate solutions;
- Ability to exercise initiative and sound judgment;
- Integrity;
- Interpersonal skills;
- Superior time management skills with respect to setting priorities and managing multiple workflows against tight deadlines.

Minimum Required Qualification and Experience

- BSc. Degree in Economics, International Relations or International Trade or equivalent;
- Two (2) years' experience Foreign Affairs/Trade or other related areas.

Special Conditions Associated with the Job

- Pressured working conditions with numerous critical deadlines;
- Managing multiple complex assignments;
- Required to work abnormal working hours;

- May be required to travel both locally and overseas on official work related business.

4. Junior Librarian (PIDG/LB 2)

Job Purpose

Under the direction of the Library Manager, the Junior Librarian will support the delivery of library and information services to patrons by assisting in the co-ordination and provision of digital library resources including digital content such as e-books, e-magazines and information databases to facilitate evidence-based decision-making and in the implementation of leading Knowledge Management practices. This includes fulfilling client information needs by providing reference, technical, statistical and administrative services that facilitate access to library information and collections; respond to questions that require consultation of standard reference; provide in-person and virtual reference and research assistance; compile and summarize responses to special reference requests; conduct audit of information/materials; and participates in the collection, development and maintenance of files.

Key Responsibilities

Technical/Professional:

- Assist library users in accessing information resources (books, films, photographs, maps, documents, electronic materials);
- Provides operational support of the KOHA Integrated Library Management System;
- Provides general reference assistance, user advisory service and instruction to patrons;
- Participates in the selection of both book and non-book materials for assigned collections;
- Provides reference and information services to the public;
- Participates in the operation and maintenance of the Library Services Platform and database;
- Collects, maintains and reports digital resources and services statistical data;
- Maintains the inventory of the Library and conducts periodic audits of the information on file;
- Organizes and maintains periodicals and reference materials;
- Meets the information and knowledge resource needs of the Ministry and its clients;
- Acquires, stores, disseminates and displays Information of a financial nature;
- Collaborates with Library Manager in promoting the use of digital tools and resources to serve the Ministry;
- Purge, sort, reduce and sample archives;
- Enters bibliographic data in library's online catalogue;
- Identifies and procures appropriate data/ publications;
- Disseminates these resources within the Ministry and via KOHA;
- Ensures that proper procedures are followed in the use of computerized document management systems;
- Reviews books, publications and other items according to procedure and return them to designated storage areas;
- Conducts reference searches, using printed materials, in-house and online databases;
- Facilitates the processing of resource requests from other libraries via interlibrary communications;
- Processes print and non-print Library materials to prepare them for inclusion in library collections;
- Creates and maintains bibliographic and authority records in KOHA using established metadata standards;
- Assists with identifying and selecting materials including reference pamphlet and clipping files for collection development;
- Composes explanatory summaries (abstracts) of contents of books and other reference materials;
- Assists the Library Manager in ensuring that materials are ordered in a timely manner.

Management/Administrative:

- Maintain electronic and manual registers of gazettes and newspaper articles retained;
- Compiles and maintain records relating to circulation, materials and equipment;
- Manages the overdue and lost loan notification process;
- Prepares requisition forms for materials to be acquired, checking prices and figuring costs;
- Prepares volumes for binding;
- Prepares daily, monthly, quarterly and annual Statistical Reports;
- Identifies and recommends repairs/preservation procedures for damages resources;
- Clips, mounts and dates newsprint articles for reference use;
- Assists with the design of posters and special displays to promote use of library facilities or to highlight specific Ministry programmes;

Human Resource:

- Participates in the development of the Individual Work Plan.

Customer Relations:

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Adheres to the Branch's Service Level Agreement;
- Fosters and maintains stakeholder/customer partnerships and relationships.

Required Knowledge, Skills and Competencies

- Computer literacy,
- Expert knowledge of modern library operations, methods and practices;
- Sound knowledge of the principles and practices of Library science
- Expert knowledge of the methods of indexing, cataloguing and classifying information resources
- Knowledge of reference sources and methods and other information acquisition methods including general and specialized reference materials, bibliographic sources, on-line databases, and the field of book publishing;
- Knowledge of the Universal Decimal Classification (UDC) and a standardized library thesaurus;
- Knowledge of online catalogues, indexes and other electronic reference tools and resources used in the Library;
- Knowledge of research methods used in locating materials;
- Ability to navigate online resource information databases;
- Ability to understand documents in order to organize them properly;
- Active Listening and the ability to understand patron's needs and co-workers' instructions.
- Excellent oral communication skills;
- Strong interpersonal skills;
- Ability to adapt to a rapidly changing library technology environment.

Minimum Required Qualification and Experience

- Library Technician certification or Associate Degree in Library Science;
- Two (2) years' work experience in a similar library environment;
- Training in Customer Service/Relations would be an asset.

Special Conditions Associated with the Job

- Work will be conducted in an office outfitted with standard office equipment and specialized software;
- The position entails meeting tight deadlines/timelines which will result in high degrees of pressure, on occasions;
- May be required to travel locally to conduct information research for internal clients and for site visits;
- Exposure to dust;
- Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat and/or stoop for prolonged periods;
- Performs duties requiring grasping, repetitive hand movement and fine coordination; lift, drag, and push/pull files, paper, books and documents material weighing up to twenty-five (25) pounds; reach for and lift books repetitively and operate office equipment.

5. Pensions Computation Officer (GMG/AM 4) – (2 posts)**Job Purpose**

To process retirement, death and family benefits to Public Officers and their dependents in accordance with the legislations, guidelines, policies and standards that govern the operations of the Pension Branch.

Key Responsibilities

Technical/Professional:

- Keeps abreast of the pension statutes, legislations, regulations, policies, guidelines, resolutions and procedures;
- Applies the application of statutes/legislation, guidelines, procedures in processing individual pension application, death and other retirement benefits;
- Reviews application and selects service period for the computation of awards on behalf of each retiree and other beneficiaries;
- Processes retirement benefits applications on behalf of retirees and their beneficiaries/estate;
- Prepares and generates letters for review and signature of Supervisor and/or Manager;
- Actions responses from Administrator General;
- Responds to queries on pension related cases being processed;
- Maintains a record of cases computed or returned for queries/corrections; awards letters generated/submitted;
- Assists in the training of officers in the PEPAS in the MDAs;
- Liaises with the MDAs in the processing of submitted cases;
- Provides guidance to HR Officers in the MDAs;
- Provides information to the general public;
- Resolves errors made by MDAs;
- Identifies discrepancies in pension applications;
- Conducts research in the processing of cases;
- Analyses cases to determine type of benefits to be awarded;
- Prepares and submits periodic (monthly) progress reports on the status of the work assigned;
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Required Knowledge, Skills and Competencies

- The ability to analyze problems efficiently;
- The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change;
- Good Interpersonal skills;
- Excellent oral and written communication skills;
- The ability to work effectively under pressure;
- Ability to organize work and utilize good time management techniques to meet critical deadlines;
- High levels of professionalism and integrity;
- Attention to detail and accuracy;
- Ability to work independently and as part of a team;
- Proficiency in Microsoft Office suite and other programme applications appropriate to assigned responsibilities;
- Working knowledge of statutes, legislations, regulations, policies and procedures governing pensions.

Minimum Required Qualification and Experience

- First Degree in Public Administration or Management Studies;
- Three (3) years' experience in Pensions Administration or related field;
- Any other equivalent combination of qualification and experience.

Special Conditions Associated with the Job

- Eyestrains from concentrated visual attention to the computer;
- Radiation from computer;
- Pressure to meet critical deadlines.


Applications accompanied by Résumés should be submitted **no later than Friday, 29th December, 2023 to:**

**Senior Director, Human Resource Management and Development
Ministry of Finance and the Public Service
30 National Heroes Circle
Kingston 4**

Email: hrapplications@mof.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.

A handwritten signature in black ink, appearing to read 'Desreen Smith', with a stylized flourish at the end.

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