



Office of the Services Commissions

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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 **Post and Telecommunications Department**:

1. **Senior Director, Corporate Services (GMG/SEG 5) - Corporate Services Division**, salary range \$6,820,273 - \$9,172,509 per annum.
2. **Facilities/Property Maintenance Manager (SOG/ST 8) - Corporate Services Division**, salary range \$6,820,273 - \$9,172,509 per annum.
3. **Director, Information and Communication Technology (MIS/IT 8) - Information Communication and Technology Branch**, salary range \$6,028,127 - \$8,107,161 per annum.
4. **Regional Manager (PTO/PMA 6) (2 posts) - Business and Regional Operations Branch, Corporate Area and Port Maria**, salary range \$4,594,306 – \$6,178,830 per annum.
5. **Branch Manager 1 (PTO/PMA 5) (8 posts) - Half-Way-Tree, Central Sorting Office, Liguanea, Savanna-la-Mar, Montego Bay, Ochi Rios, Black River and Highgate**, salary range \$3,094,839 - \$4,162,214 per annum.
6. **Assistant Branch Manager 1 (PTO/PMA 4) (3 posts) - Business and Regional Operations Branch, Liguanea, Montego Bay and Cross Road**, salary range \$3,094,839 - \$4,162,214 per annum.

1. Senior Director, Corporate Services (GMG/SEG 5)

Job Purpose

The Senior Director, Corporate Services (GMG/SEG 5) is responsible for leading and directing the development and implementation of programmes and strategies of the Branches under his/her portfolio; ensuring adequate support services are provided to the Divisions and Postal Operations within the Post and Telecommunications Department in accordance with legalization and policies, to meet the strategic and operational objectives of the Organization.

Key Responsibilities

Management/Administrative:

- Participates in the Strategic and Operational Planning processes for the Department;
- Leads in the development and implementation of the Strategic, Corporate and Operational Plans, Projects and related Budgets for the Branch;
- Provides advice and recommendations to the Postmaster General and Senior Managers on Postal Services Administration;
- Represents the Department at forums, conferences, meetings and seminars and disseminates information/knowledge gained to Senior Managers and staff and implements changes where appropriate;
- Ensures that Corporate Services are delivered efficiently across all Divisions and that the highest level of customer service is maintained;
- Co-ordinates the preparation of responses to Audit Queries pertinent to the Corporate Services Branch;
- Maintains effective working relationships with external and internal stakeholders and clients, ensuring that the Division provides a consistently high level of service to them;
- Provides policy interpretation, guidance/advice to the Postmaster General and Senior Managers to ensure effective co-ordination of the PTD's functions and compliance with/adherence to existing Public Service regulations/policies;
- Improves efficiency and ensures cost reduction by initiating innovation and or changes in internal management approaches, practices, systems, procedures and policies;
- Encourages compliance by sharing policy/procedural changes and other relevant issues with staff;

- Deputizes for the Postmaster General at meetings, functions, local and international conferences and workshops as directed;
- Keeps abreast of trends and changes in operations management and service delivery and recommends/implements changes, where necessary to improve the service quality and productivity of the Branch and to reduce waste in the Organization.

Technical/Professional:

- Oversees the development and implementation of modernized corporate policies and services and ensures that they remain responsive to the changing needs and requirements of the Post and Telecommunications Department;
- Monitors the performance of the Branch against targets and milestones and approved budgetary allocation;
- Leads in the development and implementation of the overall Divisional Work Plan and the Individual Work Plans for employees within the Branch; ensuring that they are aligned to the Operational Plan and that staff is effectively utilized and productivity of the Branch optimized;
- Ensures the development/review and implementation of operational systems and procedures to guide the effective delivery of services by the respective Units within the span of control;
- Examines periodic reports submitted by Divisional Heads and ensures actions are taken and/or appropriate responses provided on Corporate Services related matters;
- Monitors the implementation of initiatives to ensure conformance with Government guidelines and internal policies;
- Conducts risk and feasibility assessments of strategies regarding functional areas;
- Provides technical advice to Executive Management and Heads of Division and Postal Branch Managers in relation to functional areas informed by governing legislation, regulations, Government policies and best practices;
- Undertakes initiatives to improve quality of work processes through consultations with stakeholders;
- Ensures that appropriate Service Level Agreements are in place for responsible functional areas as necessary, informed by the Branch's capacity and best practices in customer service standards.

Administration and Asset Management:

- Leads in the development and implementation of strategic initiatives to enhance asset management based on co-ordination with diverse, stakeholders, including Heads of Divisions, Ministry of Finance and Public Service and Auditor General's Department;
- Reviews and provides direction for overarching strategies and procedures regarding operations within the various functional areas and evaluates their continued relevance in light of environmental changes;
- Reviews/participates in the implementation of the Disaster Recovery Plan for equipment, information and furniture for the Corporate Office and all Office locations island wide;
- Ensures that the Office/Asset Management Functions are undertaken in a manner that enhances the performance of the Department.

Procurement Management:

- Manages the development of the Procurement Plan for the Branch based on analysis of resource needs and allocations;
- Ensures the implementation of the Procurement Policies and Procedures, which fosters cost savings and value for money;
- Conducts analysis of procurement practices within the Department to provide advice on projected timelines and efficiency of procedures;
- Leads and reviews the preparation of required reports to the Office of the Contractor General;
- Reviews contracts and tenders for conformance to Government guidelines and policies;
- Directs the analysis of market and delivery systems in order to assess present and future resource availability;
- Oversees the preparation of submissions to the National Contract Commission and to Cabinet, as required.

Facilities and Property Management:

- Oversees and monitors lease negotiations with various property owners, ensuring critical property requirements of the Department are taken into account;
- Monitors the development and implementation of Project Plans for redesigned office layouts and ensures conformity to Government/Departmental policies procedures and guidelines;
- Reviews analysis of the Department's space requirements based on emerging needs and structures;

- Contributes to cost saving and energy efficiency strategies to improve the operating efficacy of the Department;
- Ensures the preparation of annual updates of the PTD's Five (5) year Strategic Plan Building and Maintenance Plan, for submission to the Ministry of Science Energy and Technology (MSET);
- Oversees the preparation and submission of the Annual Capital and Recurrent Budgets including costs for acquisition of property, new construction, embedment of safes and minor building repairs;
- Ensures the proper management of the rental of private premises by the Department; including liaison with the National Land Agency (NLA) in brokering rental agreements;
- Represents the Department in the negotiation brokerage of lease/rental agreements for space available in the Department's Offices island wide and ensures that the arrangements are managed in keeping with the agreement instruments.

Human Resource Management and Development:

- Monitors the administration of policies and programmes ensuring consistency, equity and the maintenance of good HRMD practices;
- Oversees the implementation of an effective Recruitment and Selection Programme aimed at selecting and retaining competent and productive employees, in keeping with established Government guidelines;
- Leads in the development and oversight of the implementation of an effective recruitment and selection programme aimed at selecting and retaining competent and productive employees, in keeping with established Government guidelines;
- Establishes an Employee Development Programme which provides opportunities for maximizing the potential of employees and identifying career development options;
- Ensures the implementation of the Performance Management and Appraisal System (PMAS) in PTD by providing leadership and guidance to facilitate effective and efficient implementation of all facets of the initiative;
- Ensures the periodic review and analysis of the PTD's structure and manpower needs and makes recommendations for adjustments, where necessary to meet the changing requirements of operational objectives as indicated in the PTD's Strategic Planning Process;
- Establishes and maintains an effective and harmonious relationship with Trade Unions and staff associations representing employees within the Ministry and assigned entities.

Information and Communications Technology:

- Oversees the provision of Information Technology Systems to transform and modernize the operations of the PTD;
- Ensures the development and implementation of an information systems strategy for the PTD;
- Promotes the use of Information Technology as an agent to transform and modernize the PTD's operations and strategies;
- Ensures the design and development of new enabling technologies are in keeping with needs and priorities of PTD.

Customer Services and Corporate Communications and Public Relations:

- Ensures the development and implementation of a Strategic Communication Plan and Programmes for the Post and Telecommunication Department;
- Reviews monthly updates on Corporate Communications and Public Relations activities in relation to the PTD and makes recommendations, where necessary;
- Ensures media requests are responded to and represents the Department on issues attracting media coverage;
- Oversees the preparation of activities for the roll out of new products and services offered by the Post and Telecommunications Department;
- Ensures that regular customer service/marketing surveys are conducted to assist in the assessment process;
- Leads the consultation with Executive Management, Regional Managers, and the Quality Assurance Manager in developing customer service procedures, policies and standards for the Department;
- Analyzes statistics or other data to determine the level of customer service being provided by the Department.

Human Resource Management:

- Provides strategic direction to the development and delivery of training and development initiatives for staff of the Department;
- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommend and/or initiates corrective action, where necessary to improve performance and/or attaining established personal and/or organizational goals;

- Participates in the recruitment of staff for the Branch and recommends transfer, promotion, termination and leave in accordance with established Human Resource policies and procedures;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Facilitates welfare and development of staff in the Branch;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and Organization's goals;
- Ensures the development and implementation of a Succession Planning Framework for the Department;
- Prepares and conducts presentations on role of the Branch for the Orientation Programme;
- Approves travelling itineraries for Divisional Heads falling under direction and certifies resultant claims as submitted;
- Approves requests for Departmental and Sick Leave and recommends Vacation Leave;
- Consults with the Director, HRM&D and the Postmaster General on all matters which could lead to industrial unrest or strike action; recommends to the Human Resource Management and Development Branch, disciplinary action or dismissal of any employee who seriously contravenes his/her terms of employment;
- Presides over Management Committees dealing with delegated functions under the Public Service Regulations, as appropriate;
- Ensures the implementation of a PMAS in PTD by providing leadership and guidance to facilitate effective and efficient implementation of all facets of the initiative;
- Performs any other related duties that may be assigned from time to time by Supervisor.

Required Knowledge, Skills, and Competencies

- Excellent oral and written communication skills
- Excellent interpersonal skills
- Excellent planning and organizing skills
- Excellent problem-solving and decision-making skills
- Integrity
- Ability to use own initiative
- Adaptability
- Customer and quality focus
- Teamwork and co-operation
- Goal/Results oriented
- Compliance
- Strategic Vision
- Financial and Business Acumen
- Managing Partners
- Managing External Relationships
- Good Leadership skills
- People management skills
- Use of Technology
- Methodical
- Change management skills
- Analytical thinking skills
- Impact and Influence
- Knowledge of principles of policy development, analysis and evaluation
- Knowledge risk management principles
- Knowledge the principles of effective Human Resource Management
- Knowledge the Staff Orders, Public Service Regulations and other relevant Government regulations
- Applied use of information technology and productivity software, such as Microsoft Office
- Procurement policies and Act and Regulations
- Knowledge the Financial Administration and Audit Act
- Knowledge the budgeting process

Minimum Required Qualification and Experience

- Master's in Business Administration or Public Administration or comparable qualifications in the Social Sciences, from an accredited tertiary institution;
- Eight (8) years of related working experience in general management, five (5) of which should be at the management level preferably in the public sector, or in an organization of similar size and complexity;
- Proven experience in managing change;
- Certification in Procurement;

- Certificate in Project Management would be an asset.

Special Condition Associated with the Job

- May be required to work beyond normal working hours and travel extensively locally and internationally.

2. Facilities/Property Maintenance Manager (SOG/ST 8)

Job Purpose

Under the general supervision of the Director, Facilities Property Management, the Facilities/Property Maintenance Manager (SOG/ST 8) is responsible for the development and management of the Preventative Maintenance Programme for the Post and Telecommunications Department (PTD). This involves developing and monitoring work programmes and schedules for the maintenance and up-grade of buildings, grounds, equipment and landscaping for the Corporate Office and postal facilities island-wide providing a clean and comfortable working environment, conducive to high levels of staff morale and productivity.

Key Responsibilities

Management/Administrative:

- Participates in the preparation of the Corporate/Operational Plan and annual Budget for the Facilities/Property Maintenance Branch;
- Develops the Unit/Individual Work Plan of the Section in alignment with the Department's Strategic/Operational Plan;
- Assists in the development of new standards of practice for Project Management activities;
- Manages the workflow of direct reports;
- Conducts inspection tours of the facilities to monitor effectiveness of programs and makes recommendations for improvements;
- Reviews requisitions to ascertain the needs for goods, effectiveness, quality and that expenditure are within Budget;
- Ensures the accurate and complete records of the administration of programmes, both electronic and paper are maintained;
- Prepares and submits special and monthly reports on areas of responsibility.

Technical/Professional:

- Develops, in consultation with the Director, Facilities and Property Management, objectives and procedures for the efficient operation of the Building Repairs and Maintenance Programme;
- Directs the development and implementation of schedules for the maintenance and upgrade of buildings, grounds, furniture, utilities, elevators, machinery, equipment and signage for the Offices;
- Provides advice on purchase priorities, major construction projects, renovation and similar projects requiring large Capital Expenditure for the PTD;
- Plans and oversees the implementation of the Department's overall preventive and predictive maintenance programs, and the policies and procedures for the maintenance and repair of facilities and equipment;
- Oversees the activities of various contractors and consultants for the fulfilment of property/facilities maintenance and development; supervises and evaluates the performance of contractors;
- Ensures that requests regarding new constructions and renovations are processed and appropriate actions taken;
- Prepares and updates annually, the PTD five (5) year Strategic Plan for building repairs and maintenance for submission to the Ministry of Science, Energy and Technology (MSET);
- Prepares for submission, the Annual Capital and Recurrent Budgets including costs for acquisition of property, new construction, embedment of safes and minor building repairs;
- Prepares Bills of Quantities for renovation of Post Offices and office space in preparation for advertisement for subsequent tender process;
- Monitors, reviews and evaluates the performance of contracted service providers and takes the lead on improvement initiatives;
- Liaises with the electrical engineers, contractors, architects (Private and NWA) Quantity Surveyors and Civil Engineers during the construction process;
- Maintains constant visits to sites to observe the standard of work being undertaken; monitors target dates and expenditure in relation to work completed to inform reports and site meetings;
- Ensures that consultants comply with designs and specifications stipulated in the contract/project document; discusses and decides with the architect any variations during construction;

- Liaises with the National Works Agency regarding financial statements and final progress reports on the satisfactory completion of the construction; facilitates the clearance of advance to projects;
- Conducts site visits to Post Offices following instances of burglaries/break-ins and makes necessary recommendations for precautions and actions to ensure that the building is secured and repairs effected.

Occupational Health and Safety (OHS):

- Ensures compliance to OH&S policy, procedures and risk assessments;
- Develops and manages divisional safety programmes including assessing training needs and implementing safety practices and procedures;
- Monitors Building Management, Fire Alarm detection and suppression systems and fire risk assessments;
- Ensures action is taken to mitigate risks and all corrective and preventative action taken on issues arising;
- Proactively keeps up-to-date with all legislation; ensuring compliance to all standards and laws;
- Provides draft Disaster Evacuation Plans that are aligned with Fire and Building Codes.

Human Resource Management:

- Manages the welfare and development of direct reports through the preparation of performance appraisals and recommendation of required training and development programmes;
- Provides leadership to direct reports through effective objective setting, delegation, and communication processes;
- Provides guidance to direct reports through coaching, mentoring and training, providing assistance and support as needed;
- Ensures that training and other needs of direct reports are adequately identified and addressed;
- Ensures that direct reports are aware of and adhere to the policies, procedures and regulations which affect the Branch;
- Participates in the recruitment of direct reports for the Branch;
- Recommends Vacation Leave for direct reports in keeping with established Human Resource policies;
- Recommends/administers disciplinary action in keeping with established Human Resource policies;
- Performs any other related duties that may be assigned from time to time by Supervisor.

Required Knowledge, Skills and Competencies

Core:

- Customer and quality focus
- Excellent oral and written communication skills
- Excellent interpersonal skills
- Ability to use own initiative
- Integrity
- Excellent problem-solving and decision-making skills
- Adaptability
- Teamwork and co-operation
- Goal/Result oriented
- Compliance

Functional/Technical:

- Use of technology
- Change management
- Technical skills
- Methodical
- Excellent planning and organizing skills
- Analytical thinking skills
- People Management skills
- Managing external relationships
- Financial and business acumen
- Managing partnership
- Impact and influence
- Managing the client interface
- Knowledge of building engineering; design and construction; facilities maintenance
- Knowledge of project management skills
- Knowledge of construction process

- Knowledge of Occupational Health and Safety policy, procedure and practices
- Knowledge of Negotiation and contract management skills
- Knowledge of preparing bidding documentation for procurement
- Knowledge of preparing and managing a maintenance budget
- Knowledge of designing and implementing a comprehensive maintenance plan.
- Knowledge of setting out of building works
- Knowledge of conducting building envelope investigation.
- Knowledge of collecting and analyzing equipment running data for maintenance purposes
- Knowledge of computer skills -Microsoft Office Suite; Microsoft Project; Primavera; PH Stats; StatsGraphic; AutoDesk Software (Revit, AutoCad), BMS & CMMS software
- Knowledge of disaster preparedness methods, principles and requirements
- Knowledge of the GoJ Laws governing building contracts and contracting
- Knowledge of Strategic Plan and its responsibilities with respect to achieving its targets
- Knowledge of budgetary systems and procedures, with the ability to monitor and control the maintenance budget effectively
- Knowledge of the public procurement planning process and procedures, with the ability to prepare tender and bidding documents

Minimum Required Qualification and Experience

- Bachelors of Science Degree in Estate/Property or Construction Management, Civil Engineering or related field or any other equivalent combination of qualification and experience;
- Seven (7) years of experience on the job training in the construction or other related field, with four (4) years at the managerial/supervisory level;
- Five (5) years Project Management experience in related field;
- Professional certification in Occupational Health and Safety would be an asset.

Special Conditions Associated with the Job:

- Work with equipment and specialized software;
- Fast paced environment;
- High degrees of pressure, on occasions to meet tight deadlines;
- Exposure to dirt, dust, hot and humid conditions on project sites;
- Frequent intra island travel and extended working hours is required;
- May be required to travel internationally to attend conferences, seminars and meetings.

3. Director, Information and Communication Technology (MIS/IT 8)

Job Purpose

The Director, Information and Communications Technology (ICT) (MIS/IT 8) reports to and works closely with the Senior Director, Corporate Services to manage the day-to-day operations and maintenance of the Information, Communication and Technology Branch.

The incumbent is responsible for ensuring and enabling the necessary business support services and that all information and communication assets of the Post and Telecommunications Department are maintained in keeping with its mandate, as the Director, Information and Communications Technology is also responsible for facilitating the provision of electronic information systems/applications to enable improved efficiency and productivity through the use of appropriate information processing technologies in the most cost-effective manner while ensuring the security of the Department's ICT Infrastructure.

Key Responsibilities

Management/Administrative:

- Ensures the development of operational systems, policies and procedures to guide the activities of the Branch;
- Ensures the development of operational systems, policies and procedures to guide the activities of the Branch;
- Prepares and submits Activity/Performance Reports and other reports as requested;
- Advises the Senior Director, Corporate Services on matters relating to portfolio responsibility;
- Ensures a corporate approach to the delivery of ICT and business services across the Department and ensures a secure, reliable and efficient computer system environment;
- Reviews and signs-off on Terms of References (TORs), information specifications, SLA's, business model specifications and other pertinent ICT documentation;

- Develops and manages the ICT and Business Services Budget and institutes corrective measures when Budget is not being met, including signing off on invoices and quotes, escalates out of Budget items for approval and ensures that the Team obtains all necessary tools and equipment to effectively execute their duties;
- Establishes and implements systems for reporting work done against stated and agreed Work Plans.

***Technical/Professional:
Strategic***

- Initiates, plans and implements strategies for the provision and management of ICT and business services to support and drive the Department's management and technical operations;
- Ensures the provision of technical assistance in all areas to end users by sustaining sufficient operational capability to achieve acceptable response times, especially during peak periods, and to minimize down times to an acceptable level;
- Collaborates with senior leadership to develop, maintain and upgrade appropriate ICT systems in accordance with the Department's needs;
- Ensures that effective arrangements are in place to satisfy information and telecommunication requirements for the Department and its Divisions/Branches/Sections/Units in a time-sensitive, responsive and cost-effective manner (with particular emphasis on data communication);
- Establishes business continuity and recovery policy for ICT and business service tools, resources and management that provide guidelines for common situations and a framework by which the Department can cope with exceptional circumstances/emergencies/disasters;
- Reviews ICT and business service strategies of the Department's Divisions/Branches/Sections/Units to ensure adherence to policies, procedures, guidelines, standards and quality requirements set by the Department that will improve the organisation's ability to manage through the effective use of proven management approaches and techniques and available technological tools;
- Works with the Management Team to determine and plan for future ICT and communications hardware, software and security requirements that will integrate existing and proposed information systems into a corporate-wide management information system;
- Develops, implements, monitors and improves ICT and business service mechanisms, systems and processes that drive improvements in the efficiency, effectiveness and quality of service delivery across the Department;
- Advances and implements appropriate standards and procedures necessary to create the proper framework for ICT and business services development and maintenance, network configurations and effective interaction with end-users;
- Engages and collaborates with Government entities, Private Sector organisations, suppliers, vendors and industry groups to ensure that businesses and customer objectives provide input used to define the ICT/business service management approach to optimise outcomes for the Department;
- Collaborates with Line Directors/Managers to implement appropriate electronic records and information management systems that will support and secure the work of respective Divisions/Branches/Sections/Units of the Department;
- Ensures compliance with all licensing requirements and other regulatory stipulations for Government ICT and cyberspace activities for the Department;
- Emphasizes data communications in the design of future information systems; supporting more effective approaches to verbal and written communications that will link the Department to other entities as required.

Procurement, Contracts and Project Management:

- Plans, advances and secures approval for Procurement Plan and Budget for ICT and Business Services that will support operations for the year and/or other specified periods to enable continued upgrade and expansion of existing hardware and software to accommodate the growing information needs of the Department;
- Works with the Director, Public Procurement to acquire/procure ICT and business service systems, tools, equipment and other resources in accordance with the requirements of the organization;
- Engages in contract management and related negotiations with suppliers, vendors, service providers and consultants as necessary or required;
- Selects and effectively applies project management tools and control techniques to all projects.

Quality Management:

- Ensures the quality and effectiveness of ICT Projects undertaken by the Department;
- Keeps up-to-date with ICT and business service best practices and trends, and advises the Postmaster General where adoption will add value to the current services delivered;

- Develops and implements a regular quality review and improvement process for the ICT Branch in accordance with relevant standards;
- Seeks and responds to feedback and suggestions for improvement from the Department's Management Team, Staff and external stakeholders on operational systems and processes to inform ICT and business service development regularly;
- Ensures that issues and/or concerns of Divisions/Branches/Sections/Units are managed and/or escalated to the appropriate level within the Department;
- Manages the development and roll-out of end-user training based on the needs identified for the Department's officers and ensures appropriate action is taken to raise and maintain their skills that will aid in sustaining a high standard of agility and productive use of the various systems and tools.

Promote professional external relationships:

- Maintains and develops positive strategic relationships with internal and external stakeholders;
- Works proactively to resolve internal grievances and external complaints, concerns or conflict in a positive manner;
- Engages in the development, nurturing and maintenance of effective working relationships with internal and external stakeholders to identify changes and new industry developments which can impact the Department's operations and goals to inform ICT and business services development in the short, medium and long-term.

Software Development and Database:

- Directs staff in the development of Information System strategies in conjunction with business users;
- Directs the creation, refinement and enforcement of structured processes for the design, development, testing and deployment of corporate information technology systems;
- Monitors and ensures that data standards are maintained;
- Monitors the installation and programming modification of application software packages;
- Recommends strategies to achieve and maintain optimal efficiency and effectiveness;
- Monitors the negotiation and selection of vendors for the replacement/new IT solutions.

Technical and Client Support:

- Oversees the development and implementation of the Customer Charter;
- Oversees the development and implementation of the Standard Operation Policy and its related strategies, standards and guidelines;
- Oversees the provision of client support and ensures that users receive prompt and efficient client support services.

ICT Security Unit:

- Oversees the development and implementation of best security solutions to secure ICT infrastructure;
- Oversees the development and implementation of the Cyber Security Strategy and its related standards and guidelines. Oversees the investigation of computer security incidents and control mechanisms implemented;
- Oversees the development and publication of security advisories, alerts and bulletins.

Contribute positively to Department's/Organizational culture:

- Works in partnership with all members of staff to provide strong and accountable leadership; clearly articulating our values and standards;
- Promotes and models Department's Code of Conduct, Values and Professional Standards to all staff, clients, partners and external stakeholders;
- Adheres to policies and procedures and management directives and ensures that issues and/or concerns of Departments/Units are managed and/or escalated to the appropriate level within the Department.

Human Resource Management:

- Manages the welfare and development of direct reports through the preparation of Performance Appraisals and recommendation of required training and development programmes;
- Provides leadership to direct reports through effective objective setting, delegation, and communication processes;
- Provides guidance to direct reports through coaching, mentoring and training; providing assistance and support as needed;
- Ensures that direct reports are aware of and adhere to the policies, procedures and regulations which affect the Branch;
- Participates in the recruitment of staff for the Branch;
- Recommends and approves Vacation Leave for staff in keeping with established Human Resource policies;

- Recommends/administers disciplinary action in keeping with established Human Resource policies.

Other:

- Oversees the development and implementation of ICT-related courses;
- Performs any other related duties that may be assigned from time to time by Senior Director.

Required Knowledge, Skills and Competencies

Core:

- Integrity
- Excellent oral and written communication skills
- Customer and quality focus
- Ability to use own initiative
- Excellent problem-solving and decision-making skills
- Teamwork and co-operation
- Adaptability
- Excellent interpersonal skills
- Goal/Result oriented
- Compliance
- Excellent planning and organizing skills

Functional/Technical:

- Use of Technology
- Technical skills
- Managing external relationships
- Methodical
- People Management skills
- Financial and business acumen
- Analytical Thinking skills
- Strategic Vision
- Managing the client interface
- Excellent leadership skills
- Change Management
- Excellent knowledge of network monitoring and analysis tools
- Knowledge of current technological trends with respect to software development
- Knowledge of Network monitoring and analysis tools
- Knowledge of current technological development tools especially database management
- Knowledge of formulating, developing and implementing document network security, backup procedures, disaster recovery plans and conducting systems analysis
- Knowledge of in-house platforms such as Windows Server, Exchange Server, Microsoft Forefront Threat Management Gateway (Forefront TMG) Fortigate Unified Threat Management (UTM) and Next Generation Firewalls (NGF), Windows 10 Professional and Windows Defender Antivirus
- Knowledge of performing typical advanced server and network administration skills to include upgrades and maintenance of hardware, operating systems, LAN/WAN, DNS, TCP/IP, DHCP and IIS support functions
- Knowledge of installing, configuring and troubleshooting Windows Servers and active directory
- Knowledge of the analysis and documentation of complex business processes
- Knowledge of relevant computer platforms and solutions
- Knowledge of security risks, threats and vulnerabilities
- Knowledge of Risk Assessment
- Knowledge of the general operations of the machinery of Government
- Knowledge of the GoJ laws governing cyber security
- Knowledge of the Universal Postal Union (UPU) Standards
- Knowledge of the Post Office Act (1941)
- Knowledge of the Postal Industry and its operations
- Knowledge of the Government/Department's policies and procedures

Minimum Required Qualification and Experience

- Bachelor's Degree in Management Information Systems, Information Technology, Business Administration or equivalent qualification;
- Six to eight (6 - 8) years' work experience with at least five (5) in a Senior Management position;

- Practical experience in the implementation of at least three (3) major computerized systems;
- Experience in Government/Organizations, particularly in a regulatory or monitoring capacity, would be an asset;
- Proven and advanced skills in Project Management;
- Master's Degree would be an asset.

Special Conditions Associated with the Job

- May be required to work long and unscheduled work hours to meet critical deadlines;
- A valid Driver's Licence and ownership of a motor vehicle is required for this post.

4. Regional Manager (PTO/PMA 6) (2 posts)

Job Purpose

Under the direct supervision of the Regional Co-ordinator, the Regional Manager provides oversight (to conduct investigations, department enquiries, internal audits in) Post Offices and Postal Agencies within the Region, ensuring that the policies and standards are maintained and that objectives of the Region are in alignment with the overall objectives of the Department.

The incumbent also processes mail contractors and monitors the transportation of mail within the Region.

Key Responsibilities

Management/Administrative:

- Represents the Department at forums, conferences, meetings and seminars, disseminating information/knowledge gained to Staff and implementing change, where necessary;
- Advises and makes recommendations to the Regional Co-ordinator on postal operation
- Participates in the Strategic Planning and Operational Plans for the Department;
- Directs and co-ordinates the Regional activities;
- Assists with the development of the POMB Operational Plan and co-operates with direct reports in developing Individual Work Plans;
- Liaises with Members of Parliament in relation to Post Office and Agencies in their constituency;
- Keeps abreast with trends and best practices in Postal Management and Operations;
- Visits Post Offices within the Region to provide managerial support and to streamline activities;
- Monitors the performance of Post Offices in the Region to ensure compliance to regulations and to determine the quality of the service being offered;
- Attends Departmental Meetings and reports on Regional activities and provides feedback to Branch Managers;
- Convenes meetings with Senior Officers in the Region to ensure effective and efficient management in Post Offices;
- Certifies travel claims for officers under supervision.

Technical/Professional:

- Provides leadership and direction within the Region to ensure organizational standards and policies are maintained and followed;
- Develops regional programmes aimed at promoting postal services and client and community integration and development;
- Assists with the development, implementation and review of the Post Office Standard Operation Procedural Manual and ensure compliance with stipulated guidelines;
- Provides guidance to the Region in the implementation of all postal and commercial service operations;
- Conducts surprise and routine assessments (Audits) of Post Offices and Postal Agencies, which include the review/examination and/or reconciliation of:
 - ✓ Cash and Stock
 - ✓ Records and Bank Lodgments
 - ✓ Daily Sales Records
 - ✓ Postage and National Insurance Scheme (NIS) Stamp Stock and Postal Orders
 - ✓ Value and General Receipt Books
 - ✓ Deposit, Revenue and Commercial Cash Books
 - ✓ Import Duty, GCT Customs Clearance Fee, Environmental Levy, Customs User, Administrative and Storage Fees
 - ✓ Registered Letters and Parcels
 - ✓ Inventory of Records

- Conducts periodic checks of Mail Van to ensure compliance with Road Traffic Act;
- Recommends and implements rationalization of the Post Office Network to ensure efficiency and effectiveness in mail delivery;
- Implements systems of control for revenue collected, cash disbursed and security of cash, staff and facilities;
- Monitors the request for Imprest Cash;
- Assists with the implementation of strategies to monitor local mail delivery;
- Receives, process, investigates and responds to correspondence on postal activities falling under purview;
- Participates in preparation of World Post Day activities;
- Provides support to training development on operational areas;
- Provides support in the monitoring and assessment of customer satisfaction;
- Remits excess cash and sends to Miscellaneous Revenue Account;
- Ensures that shortages are made good immediately;
- Ensures that all vaults are embedded as instructed by the FAA Act;
- Assesses the collection of revenue for Private Letter Boxes and operations;
- Assists with the continuous review of Postmen Districts.

Human Resource:

- Participates in recruitment, transfers, promotions and leave management of staff for the Region;
- Ensures the developmental and welfare needs of the staff are identified and addressed in the Region;
- Reviews, monitors and evaluates the performance of staff in Region and recommends corrective actions where necessary;
- Recommends the assignment /reassignment of staff across Post Offices ensuring staff is effectively utilized and productivity optimized;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Regional and Department's goals;
- Fosters an atmosphere of trust, high ethical and confidentiality standards;
- Administers in conjunction with the Human Resource Management Unit, the discipline of staff at Post Offices;
- Reviews and approves leave applications for members of staff throughout the Region;
- Engage in local succession planning with a view to support Human Resource strategic objective;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Integrity
- Customer and quality focus
- Good oral and written communication skills
- Good interpersonal skills
- Goal/Result oriented
- Good problem-solving and decision-making skills
- Adaptability
- Compliance
- Ability to use own initiative
- Teamwork and co-operation

Functional/Technical:

- Good use of technology
- Analytical thinking
- Good planning and organizing skills
- People Management
- Managing External Relationships
- Good leadership skills
- Strategic vision
- Methodical
- Knowledge of the Universal Postal Union Standards
- Knowledge of the Post Office Act (1941)
- Knowledge of the Postal Industry and its Operations
- Knowledge of the Government/Department's policies and procedure
- Knowledge of the FAA Act
- Knowledge of the Staff Orders and the Public Service Regulations

- Records Management principles and practices

Minimum Required Qualification and Experience

- BSc. Degree in Public Administration, Management Studies, Business Administration or equivalent from an accredited tertiary institution;
- Five (5) years' related experience, two (2) of which should be at a managerial level.

Special Condition Associated with the Job

- Extensive traveling island wide;
- High Risk Environment;
- Exposure to criminal activities with local, regional and international reach.

5. Branch Manager 1 (PTO/PMA 5) (8 posts)

Job Purpose

Under the direct supervision of the Regional Manager, the Branch Manager 1 (PTO/PMA 5) directs, co-ordinates and manages the operations of the Post Office effectively and efficiently. The incumbent is responsible for the management of the suite of services offered, such as Mail and Parcels and undertakes the custody and accounting for cash and stock of postage stamps and other items of value.

Key Responsibilities

Management/Administrative:

- Participates in the development of the Corporate, Operational and Unit Plan as well as accompanying Capital and Recurrent Budget for the Division;
- Collaborates with the Regional Manager to develop the Post Office's Operational, Unit Plans and Budget;
- Prepares Individual Work Plan in collaboration with direct reports;
- Assists with the development, implementation and review of the Post Office's Standard Operation Procedural Manual and ensures compliance with stipulated guidelines
- Participates in the preparation of World Post Day activities;
- Certifies Travel Claims for officers under supervision;
- Provides leadership and direction to staff to ensure organizational standards and policies are maintained and followed;
- Makes proper arrangements for daily opening and closing of office and the custody of key(s);
- Attends Departmental Meetings and reports on Postal Branch/Post Office activities and provides feedback to staff;
- Convenes Staff Meetings to ensure effective and efficient management in the Postal Branch/Post Office;
- Advises and makes recommendations to the Regional Manager on the development of the Post Office;
- Advises Regional Manager on activities affecting the Postal Branch/Post Office;
- Liaises with Members of Parliament in the constituency in relation to the Postal Branch/Post Office;
- Keeps abreast with trends and best practices in Postal Management and Operations;
- Represents the Department at forums, conferences, meetings and seminars, disseminates information/knowledge gained to Staff and implements changes where necessary.

Technical/Professional:

- Ensures prompt and accurate dispatch of Mail to feeder Post Offices and the Central Sorting Office by monitoring Mail Drivers and Motor Bike Rider arrivals to dispatch and sign-off on claims;
- Acts as custodian for all Main Stock Cash, Stamps and valuables assigned to the Post Office and securing items in the vault on behalf of the Postmaster General in accordance with the FAA Act and Regulations;
- Prepares for submission Cash Book Statements of Revenue and Expenditure, Daily Mail Statistics and Monthly Reports of all transactions to the Regional Manager and the Senior Director, Finance;
- Prepares Cash Statements of receipts and expenditures and submits to the Regional Manager;
- Ensures dual custody checks of all cash, stock and valuables received against remittance advice;
- Manages the stock level and Imprest in staff's possession; ensuring that there is adequate Imprest and stock at all times;

- Conducts routine checks of Imprest and stock held by staff to ensure there is no misappropriation of funds;
- Ensures that results of audits/checks are properly recorded and that staff signs and dates same;
- Collects revenue daily and makes daily deposits to the Postmaster General's Account directly or by Registered Mail;
- Records the receipts and disbursement of Imprest, cash, and stock daily;
- Reconciles and balances revenue, deposit and commercial services book daily;
- Maintains an up-to-date Till Book by recording Imprest and stock assigned to staff and ensures custodians sign for all valuables on a monthly basis;
- Remits excess cash to the Miscellaneous Revenue Account in the Finance and Accounts Branch and makes notation in the appropriate Register/Book;
- Ensures that shortages are rectified to reflect the correct balance of monies received with immediate effect;
- Maintains an up-to-date Receipt Book Register;
- Ensures that all official records for the assigned Post Office are maintained appropriately;
- Supervises activities pertaining to PATH payments; assists with PATH payments and reconciles statements;
- Monitors and reviews information entered on the automated track and trace systems regarding letters and parcels and makes the required changes were necessary;
- Supervises the collection of revenue for Private Letter Boxes and operations ensuring that the revenue collected are recorded in the appropriate book and receipts are issued;
- Collects, collates and safeguards information, data and evidence in all its various forms and disseminates to those authorized on a need to have and need to know basis;
- Initiates investigations solely and or co-operatively into breaches of, but not limited to, the State's, Government's and the Department's various rules and regulations, FAA Act, illegal activities and misuse within the nation's Postal System;
- Provides support to training development and implementation;
- Provides support in the monitoring and assessment of customer satisfaction;
- Assists with the continuous review of Postmen's districts.

Human Resource Management:

- Participates in recruitment, transfers and promotions of staff;
- Ensures the developmental and welfare needs of staff are identified and addressed;
- Reviews, monitors and evaluates the performance of staff and recommends corrective actions, where necessary;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Post Office and the Department's goals;
- Fosters an atmosphere of trust, high ethics and confidentiality standards;
- Administers, in conjunction with the Human Resource Management Section, the discipline of staff at the Post Office;
- Engages in local succession planning with a view to support Human Resource strategic objectives;
- Ensures that the Attendance Register is maintained and that Attendance Reports, involving all staff are prepared and submitted;
- Manages Departmental/Casual and Sick Leave in accordance with the Staff Orders and internal guidelines;
- Approves/Recommends Vacation Leave for staff as appropriate and ensures its submission to the Regional Manager and the Human Resource Management and Development Branch;
- Ensures that direct reports are informed of organizational policies, procedures and standards;
- Deploys staff to meet the changing workflow to ensure they are effectively utilized and productivity optimized.
- Performs any other related duties that may be assigned from time to time by Supervisor.

Required Knowledge, Skills and Competencies

Core:

- Integrity
- Good oral and written communication skills
- Compliance
- Good problem-solving and decision-making skills
- Customer and quality focus
- Good interpersonal skills
- Adaptability
- Ability to use own initiative

- Teamwork and co-operation
- Goal/Result oriented

Technical:

- Methodical
- People Management
- Use of Technology
- Good planning and organizing skills
- Managing external relationships
- Good analytical thinking skills
- Good leadership
- Knowledge of the UPU Standards
- Knowledge of the Post Office Act (1941)
- Knowledge of the Postal Industry and its Operations
- Knowledge of the Government/Department's policies and procedures
- Knowledge of the FAA Act
- Knowledge of the Staff Orders and the Public Service Regulations
- Accounting principles and practices
- Records Management

Minimum Required Qualification and Experience

- BSc. Degree in Public Administration/Management Studies, Business Administration or equivalent from an accredited Institution;
- Four (4) years' work experience, one (1) of which should be at the management level;
- Certificate in Customer Service (1 year course) would be an asset;
- Certificate in Supervisory Management (1 year course) would be an asset.

Special Conditions Associated with the Job:

- High Risk Environment;
- Exposure to large sums of money;
- Exposure to criminal activities with local, regional and international reach.

6. Assistant Branch Manager 1 (PTO/PMA 4) (3 posts)

Job Purpose

The Assistant Branch Manager 1 (PTO/PMA 4) provides managerial assistance in the Post Office's operations. The incumbent undertakes the custody and accounting for cash and stock of postage stamps and other items of value. The incumbent is also responsible for managing customer queries and conducting investigations, where necessary.

Key Responsibilities

Management/Administrative:

- Participates in the development of the Corporate, Operational and Unit Plan and accompanying capital and recurrent Budget for the Division;
- Collaborates with the Regional Manager to develop the Post Office Operational Unit Plan and Budget;
- Prepares Individual Work Plan in collaboration with Supervisor;
- Organizes and manages the duties of the Retail/Customer Service Officers;
- Oversees the Postal Branch/Post Office in the absence of the Branch Manager;
- Advises and makes recommendations to the Branch Manager on the development of the Post Office;
- Assists with directing and coordinating the Post Office activities;
- Assists with the development of the Post Office Operational Plan;
- Collaborates with direct reports in developing Individual Work Plans;
- Keeps abreast with trends and best practices in Postal Management and Operations;
- Attends Departmental Meetings and reports on Post Office activities and provides feedback to Staff;
- Represents the Department at forums, conferences, meetings and seminars, disseminates information/knowledge gained to staff and implements changes, where necessary.

Technical/Professional:

- Supplies Postage Stamps, Postal Orders and NIS Stamps to members of staff and customers;
- Conducts routine checks of Retail Customer Service Officer's cash and stock;
- Prepares all incoming Registered Mail for Branch Manager and records receipts in Value Book and ensures daily balancing of Registered Letters;
- Prepares lodgments for the various commercial services offered daily;
- Countersigns lodgments and remittances made by the Branch Manager 1;
- Makes monthly requisition for stationery and ensures that there is an adequate supply;
- Supervises counter duties and ensures that at all times the counter is adequately staffed;
- Conducts dual custody checks and balances Bill Express Cash received from Retail Customer Service Officer's and processes same for lodgment daily;
- Collects Revenue daily and submits to Branch Manager 1;
- Prepares Monthly Parcels Statement;
- Assists Branch Manager in checking Imprest and all other valuables received from Headquarters;
- Sets Franking Machine;
- Records receipt of all valuables in the Value Book;
- Processes and redirects mis-sent and unclaimed registered and ordinary postal articles;
- Assists with the management of the distribution of PATH cheques to members of the public;
- Supervises the dispatch of the Mail Van;
- Conducts periodical checks on Private Letter Boxes and relevant books;
- Provides general postal information to customers and manages customer complaints;
- Replies to official queries ;
- Provides excellent customer service;
- Processes Express Mail Services (EMS) and Local Priority Mail Services.

Human Resource Management:

- Assists with ensuring that the developmental and welfare needs of the staff are identified and addressed;
- Reviews, monitors and evaluates the performance of staff and recommends corrective action, where necessary;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Assists with establishing and maintaining a system that fosters a culture of teamwork, employee empowerment and commitment to the Post Office and the Department's goals;
- Assists with fostering an atmosphere of trust, high ethics and confidentiality standards;
- Assists with administering, in conjunction with the Human Resource Management Unit, the discipline of staff;
- Ensures that direct reports are informed of organizational policies, procedures and standards;
- Maintains the Attendance Register and prepares monthly schedule of attendance;
- Performs any other related duties that may be assigned from time to time by Supervisor.

Required Knowledge, Skills and Competencies**Behavioural:**

- Integrity
- Good oral and written communication skills
- Compliance
- Good problem-solving and decision-making skills
- Customer and quality focus
- Good interpersonal Skills
- Adaptability
- Ability to use own initiative
- Teamwork and co-operation
- Goal/Result oriented

Functional/Technical:

- People Management
- Use of Technology
- Good planning and organizing skills
- Managing External Relationships
- Good analytical thinking skills
- Good leadership skills
- Methodical
- Knowledge of UPU Standards
- Knowledge of Post Office Act (1941)

- Knowledge of Postal Industry and its Operations
- Knowledge of the Government/Department's policies and procedures
- Knowledge of the FAA Act
- Knowledge of the Staff Orders and the Public Service Regulations
- Accounting principles and practices
- Records Management

Minimum Required Qualification and Experience

- Associate Degree in Business Administration or related field from an accredited tertiary institution;
- Three (3) years' related experience at a supervisory level;
- Certificate in Customer Service (1 year course) would be an asset;
- Certificate in Supervisory Management (1 year course) would be an asset.

Special Conditions Associated with the Job

- High Risk Environment;
- Is the custodian for all financial values within the Post Office.

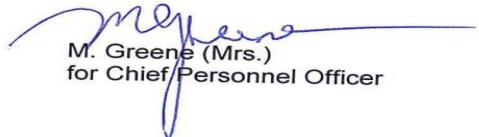
Applications accompanied by résumés should be submitted **no later than Tuesday, 27th February, 2024 to:**

**Director, Human Resource Management and Development
Post and Telecommunications Department
6 – 10 South Camp Road
Kingston**

Email: ceooffice@jamaicapost.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.


M. Greene (Mrs.)
for Chief Personnel Officer