

Office of the Services Commissions

(Central Government)
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CIRCULAR No. 150 **OSC Ref. C. 4840³³**

9th April, 2024

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 **Internal Audit, Corporate Planning and Administration and the Strategic Human Resource Management Divisions, Ministry of Finance and the Public Service (MOFPS)**:

1. **Director, Research and Analysis (GMG/SEG 3)**, salary range \$5,198,035 – \$6,990,779 per annum.
2. **Senior Auditor (FMG/AS 3)**, salary range \$5,198,035 – \$6,990,779 per annum.
3. **Director (GMG/SEG 2)**, salary range \$4,266,270 – \$5,737,658 annum.
4. **Strategic Organizational Development Officer (GMG/SEG 2)**, salary range \$4,266,270 – \$5,737,658 per annum.
5. **Pensions Client Services Officer (GMG/SEG 1)**, salary range \$3,501,526 – \$4,709,163 per annum.

1. **Director, Research and Analysis (GMG/SEG 3)**

Job Purpose

The incumbent is responsible for formulating, maintaining, reviewing and clarifying policies and procedures with respect to the various establishments in all Government Sectors, and ensures that the various outputs of the unit are achieved within the appropriate quality standards.

Key Responsibilities

Formulates and maintains policies and procedures by:

- Assisting in policy formulation and development;
- Participating in programme development activities;
- Reviewing and updating policies and procedures with respect to establishments;
- Conferring with Organizational Units, CMD, IR, Compensation Unit, Superannuation, Classification and Standards, OSC, etc. to determine solution to problems and cases put forward by Ministries, Departments, Statutory Bodies, etc.;
- Researching works of authority on subject areas relevant to the work of the Unit and modify/adapt to demands of immediate environment;
- Clarifying policies, rules and regulations of Government from time to time to Ministries and Departments, etc.;
- Keeping abreast of current trends in development of Government policies as they affect client, Ministries and Department and the work of the Unit;
- Implementing programmes and activities for achievement of targets in accordance with performance standards.

Designs and implements programmes of activities relating to the collection, analysis and dissemination of information relating to the growth and trends in the Public Sector establishments and staffing by:

- Managing research teams;
- Ensuring optimizing of teams' skills in allocating teams to various projects;
- Preparing and supplying information in various formats to advise decision making and training needs for government;
- Providing relevant data and technical support to IR, PSRB, Compensation, Benefits Administration and POC meetings.

Supervises programmes pertaining to the preparation and maintenance of databases containing information on the establishments of Statutory Bodies, Executive Agencies, Public Companies, Parish Councils and KSAMC, Teaching and Non-Teaching staff in Government schools and colleges, and temporary staff by:

- Planning, organizing and controlling the work programmes of Director (other Establishments) by approving work programmes providing technical advice, etc.;
- Establishing priorities and performance objectives;
- Vetting drafts for submission to Hon. Ministers, FS and DFS and Houses of Parliament when necessary;
- Preparing briefs on request from Hon. Ministers, FS, DFS;
- Liaising with other Agencies, Ministries and Departments, Houses of Parliament, Jamaica Printing Services, CPC, etc. and ascertain how projects are proceeding, requesting progress reports.

Supervises programmes relating to the preparation and maintenance of schedules to the Civil Service Establishment Order and update and print the Civil Services Establishment Order and Amendment Order in conformity with the Civil Service Establishment Act for presentation to the Houses of Parliament within the prescribed time frame by:

- Planning, organizing and controlling the work programmes of Director (Establishment Central Government) by approving work programmes and providing technical advice;
- Establishing priorities and performance objectives;
- Vetting drafts for submission to Hon. Ministers, FS and DFS and Houses of Parliament;
- Preparing brief on request from Hons. Ministers, FS, DFS;
- Liaising with other agencies to ascertain how projects are proceeding, requesting progress reports;
- Giving specialist advice on all establishment matters.

Ensures that appropriate systems are in place to standardize and maintain quality by:

- Keeping abreast of current trends and techniques through various means of investigation and research;
- Assisting in developing an effective system of monitoring and reporting to evaluate performance of all policy areas.

Conducts research and develops publication by:

- Identifying critical areas within a Sector where either information is lacking or where the effect of the research will have significant consequences for the development of databases:
 - Participate in programme development activities;
 - Implement programme and activities for achievement of targets in accordance with performance standards;
 - Assist in policy formulation and development;
 - Assist in developing an effective system of monitoring and reporting to evaluate the performance of policy areas;
- Ensuring that the following are in place:
 - Research design
 - Sample scale and questionnaire, if necessary
- Analyzing the results of information collected and make recommendations and prepare reports as required;
- Co-ordinating publications for submission to Jamaica Printing Services by vetting schedules, ensuring that officers adhere to them, setting up meetings for reading drafts and editing all chapters and printer's camera-ready copies;
- Sitting on committees at the request of the FS and DFS etc. and helping to carry out the business of the groups;
- Conducting all investigations, research and analysis in an efficient and accurate manner
 - Liaise with other Government, Ministries and Agencies in carrying out research projects;
 - Conduct research activities to determine sectoral, national and international trends in all the policy areas.

Performs administrative functions of the Unit by:

- Representing the Unit/Division/Ministry at seminars and conferences;
- Serving on committees inside and outside the Division;
- Preparing letters and documents to give/request information relevant to the job;
- Answering queries, in writing and by telephone.

Leads and manages the section in the achievement of the above strategic objectives by:

- Planning, organizing and directing the work of the Section, including assisting with the development of the Unit's component of the Corporate and Operational Plans and Budgets, and monitoring the Section's achievements against them;

- Seeking feedback from key internal and external stakeholders;
- Developing and managing the performance of the Section with particular emphasis on transferring skills, motivating staff, setting performance targets, monitoring performance, providing feedback to staff and arranging for training;
- Ensuring that the staff has sufficient and appropriate physical resources to ensure efficient and effective performance of assigned duties;
- Maintaining effective working relationships with external and internal stakeholders to ensure that the Section provides a consistently high level of service to them.

Required Knowledge, Skills and Competencies

- Working knowledge of computer applications, Microsoft Office (Word, Excel, etc);
- Working knowledge of designing questionnaire;
- Ability to identify and establish objectives for research projects;
- Research knowledge and knowledge of the functions and operations of Government and its Agencies;
- Good leadership skills;
- Ability to use own initiative;
- Good judgement;
- Good problem solving and analysis skills
- Good planning and organizing skills;
- Good customer relations skills;
- Teamwork.

Minimum Required Qualification and Experience

- BSc. in Public Administration, Management Studies or equivalent qualifications;
- Three (3) years' work experience in the Public Sector.

2. Senior Auditor (FMG/AS 3)

Job Purpose

The incumbent is responsible for ensuring the economical, effective and efficient use of resources, through the examination of compliance with established policies, procedures, laws and regulations.

Key Responsibilities

Supervises the examinations of the operational and financial transactions records and documents in MDAs to determine compliance by:

- Ensuring compliance with FAA Act (Instructions), Auditing Standards and Departmental rules and regulations;
- Evaluating whether the systems of internal controls are:
 - Adequate
 - Working effectively in practice
 - Allowing efficient use of resources

Provides team leadership during audit assignment by:

- Ensuring that team members are equipped with adequate information to carry out audit assignment;
- Receiving and reviewing all working papers of Auditors and Assistant Auditors, drafting and submitting reports to the Audit Supervisor;
- Monitoring the work of Team Members in the achievement of the Division's objectives;
- Ensuring that the Team Members have sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Maintaining effective working relationships with external and internal stakeholders and clients ensuring that the Division provides a consistently high level of service to them;
- Obtaining, analyzing and appraising evidential data as a basis for an informed, objective opinion on the adequacy and effectiveness of the system and the efficiency of the performance of the activities being reviewed.

Prepares and submits reports of finding and recommendation timely and accurately by:

- Drafting and submitting Quarterly Reports on findings to the Audit Supervisor;
- Reporting on the deviations or departure from the approved system and recommend changes for a more effective internal control system where necessary;
- Performing other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Proficient knowledge of auditing, accounting and public administration;
- Proficient knowledge of the public finance legal framework;
- Proficient knowledge and experience of GoJ operations and of Public Sector issues;
- Good understanding of the public expenditure policy environment and the aims and methods of Public Sector modernisation;
- Demonstrate a positive job attitude;
- Logical problem solving and analytical skills;
- Excellent written and oral communication skills;
- Ability to exercise initiative and sound judgment;
- Good integrity and ethical standards;
- Demonstrate proper official conduct;
- Excellent interpersonal skills;
- Deliver output of a consistently high quality;
- Good negotiation skills.

Minimum Required Qualification and Experience

- First Degree preferably in Accounts, Finance, Business Administration, Management or Economics;
- ACCA Fundamentals or equivalent; plus, over two (2) years' but less than five (5) years' experience in the specialized area;
- Successful completion of relevant Government auditing courses and Professional Audit Training would be an asset.

Special Conditions Associated with the Job

- Assignments conducted at external locations;
- Occasionally works in cramped and uncomfortable conditions.

3. Director (GMG/SEG 2)

Job Purpose

The incumbent is responsible for overseeing the preparation and maintenance of schedules to the Civil Service Establishment Order, examining proposals and making recommendations for the operation of posts in assigned Ministries and Departments.

Key Responsibilities

Ensures that all permanent posts and their appropriate classification grades are reflected in the schedules to the Civil Service Establishment (General) Order by:

- Obtaining copy of Gazette detailing reassignment of subjects;
- Liaising with the Management Services Unit of the Office of the Prime Minister to ascertain the new organization structure of Ministries and Departments;
- Ensuring that the necessary transfer of posts are effected to the HRMIS Database and reflected in the schedule to the CSE Order;
- Advising Ministries/Departments of the transfers;
- Ensuring that appropriate posts are transferred when subjects are reassigned.

Reviews new data to ensure correctness, accurate computerization of the schedules to the CSE and printing of the Order by:

- Seeking clarification on particular item where necessary;
- Supervising the updating of the database;
- Ensuring correctness of data by proofreading until clear;
- Supervising the printing of Order and preparation of Reports for its presentation to Parliament
- Preparing draft reports, (Parts 1, 2, and 3) for Chief Parliamentary Counsel to prepare CSE (G) Order and Resolution;
- Preparing Draft Report and Order for Minister's signature;
- Ensuring camera-ready copy of Order delivered to printers and printed books to Parliament;
- Preparing Statistical and General report for presentation of Order by Minister to Parliament;
- Identifying changes necessary to assist with the management of database to improve the final output;
- Discussing changes needed with HRMIS technical staff;
- Working with staff to ensure efficient implementation of changes.

Represents the Unit at meetings and provide information to internal and external stakeholders by:

- Attending meetings/seminars and providing information and recommendations on the related subject area;
- Preparing and writing reports on the outcome of meetings and recommendations;
- Liaising with external agencies in the formulation of information;
- Replying to queries/processing correspondence from stakeholders.

Leads and manages the Section in the achievement of the above strategic objectives by:

- Planning, organizing and directing the work of the Section, including overseeing the development of the Section's component of the Corporate and Operational Plans and Budgets, and monitoring the Section's achievement against them;
- Seeking feedback from key internal and external stakeholders as above with regard to their satisfaction with the level of service provided by the Section and responding appropriately;
- Developing and managing the performance of the Section with particular emphasis on transferring skills, motivating staff, setting performance targets, monitoring performance, providing feedback to staff and arranging for training;
- Ensuring that the Section's staff has sufficient and appropriate physical resources to ensure efficient and effective performance of assigned duties;
- Maintaining effective working relationships with external and internal stakeholders to ensure that the Section provides a consistently high level of service to them.

Required Knowledge, Skills and Competencies

- Supervisory skills;
- Knowledge of procedures, functions and operations of Government and its Agencies;
- Excellent administrative skills;
- Ability to work in a team;
- Consistently compliant with policies and procedures;
- Ability to exercise initiative and sound judgment;
- Thorough job knowledge;
- Deliver output of a consistently high quality.

Minimum Required Qualification and Experience

- First Degree in Management Studies/Public Administration/Social Sciences;
- Five (5) years working experience in the Public Service.

4. Strategic Organizational Development Officer (GMG/SEG 2)

Job Purpose

The incumbent is responsible for developing and recommending effective organizational development and change management solutions for adoption and implementation at the Unit, Division and Ministry wide levels, with a view to improving the efficiency and effectiveness of the Ministry's operations.

Key Responsibilities

Assists in the development, implementation and maintenance of a comprehensive OD Strategy Framework and Plan to guide the work and priorities of the Strategic Organizational Development and Change Management Branch (SODCMB) in delivering efficient and effective OD services to the Ministry by:

- Assisting in the development and implementation of the comprehensive OD Strategy Framework and Annual OD Plan, to guide the organizational development programmes and projects of the Ministry;
- Examining the Ministry's Corporate Plan, directives and relevant reports to inform the development of the organizational development framework;
- Examining relevant statutes, regulations etc in the organization to determine legislative framework for functional responsibility;
- Examining internal and external Audit Reports and identifies issues to inform the Annual OD Strategy and Plan;
- Consulting with the Senior Management team and deriving strategic objectives and priorities to inform the annual OD Strategy and Plan;
- identifying OD priorities based on broad assessments and analysis and recommends to the Director SODCM for inclusion in the OD Strategy;

- Documenting and following up on areas in need of strengthening in terms of structure, systems and processes to inform the OD planning process.

Conducts appropriate organizational development interventions, provides effective monitoring and promotes the adoption of best practices in change management by:

- Developing and recommending appropriate organizational development programmes and solutions with a view to improving the efficiency and effectiveness of the Ministry's operations;
- Employing innovations in the design and implementation of organizational development solutions, considering resource constraints viz a viz changing organizational priorities;
- Studying, proposing and implementing systems and procedures to develop greater efficiency and productivity;
- Facilitating the Ministry in the effective review of staffing structures, role clarity;
- Conducting organizational reviews, systems and procedures studies and making recommendations;
- Documenting organizational changes and conducting analysis;
- Conducting preliminary surveys to determine and define the objective of the study, scope of study, appropriate methods and techniques to be employed and the requisite Terms of Reference;
- Examining the operations and workflow of selected entities to determine systematic weaknesses e.g. duplication/overlaps, waste, as well as activities that do not add value to the process by:
 - Conducting interviews with staff;
 - Observing the activities of staff in the working environment;
 - Administering questionnaires;
 - Reviewing previous reports/documenting existing Job Descriptions and Charts;
 - Preparing Flow Chart of current operations;
- Collecting job related data through interviews, questionnaires, observations and examining records to validate findings;
- Developing/reviewing standard operating policies and procedures;
- Preparing and issuing final report of findings and recommendations;
- Assisting with implementation of recommendations;
- Researching and providing information to the Director SODCM and other stakeholders as requested;
- Incorporating Industry practices and research findings;
- Researching, designing and developing proactive policy initiatives and procedures.

Participates in the Ministry's various change management and key transformation programmes and initiatives by:

- Participating in change management projects and programmes according to stipulated guidelines agreed to with relevant stakeholders;
- Implementing OD solutions which will support the Ministry's transition and culture change initiatives;
- Supporting the development of specific tools/policies identified by change facilitators;
- Contributing to the development and implementation of strategies to narrow the gap between the desired and actual culture;
- Conducting general/specific and ad-hoc research to inform OD/change management issues.

Establishes and maintains relevant internal/external relationships and strategic business partnerships to support the Ministry's strategic objectives by:

- Maintaining effective working relationships with external and internal stakeholders and clients, ensuring that the Branch provides a consistently high level of service to them;
- Liaising/collaborating with relevant stakeholders for the provision of advice or the sharing of information in order to facilitate the effective execution of OD programmes;
- Implementing OD projects to be delivered in accordance with the guidelines outlined in the relevant partnerships;
- Working as a strategic business partner with the HRMD Branch and other Senior Managers to effectively implement integrated OD and change management solutions;
- Involving key stakeholders in identifying problems and designing solutions;
- Communicating with Unit/Divisional Heads to identify OD needs and to inform the OD calendar and schedule;
- Liaising and maintaining constructive effective working relationships and networks with external stakeholders, including the Corporate Management and Development Branch of the MOF&PS;
- Building and maintaining strategic, objective relationships with local and international OD Agencies;
- Developing detailed plan of action in collaboration with the relevant parties including targets and deadlines;

- Partnering with relevant stakeholders to implement and monitor project activities in accordance with established goals and objectives.

Required Knowledge, Skills and Competencies

- Knowledge of Government administrative systems and operations management;
- Organizational behaviour/organization development knowledge and intervention skills;
- Change Management Facilitation skills;
- Research skills, ability to design and conduct surveys and interviews;
- Ability to design and develop OD tools and methods;
- Ability to prepare clear, concise written and oral reports;
- Knowledge of and experience in preparing project documents;
- Ability to work effectively with diverse groups;
- Good interpersonal skills;
- Highly developed social skills;
- General consultation skills;
- Good analytical skills;
- Good planning and organizing skills;
- Logical problem solving and analytical skills;
- Excellent interpersonal skills;
- Ability to negotiate and persuade effectively;
- Ability to successfully complete projects within specific timeframe;
- Excellent oral and written communication skills;
- Ability to plan and manage strategically.

Minimum Required Qualification and Experience

- Bachelor's Degree in Organizational Development/Human Resource Management or other relevant Social Science Degree;
- Certificate/Diploma in Management Analysis;
- Three (3) years' experience in the Organizational Development field;
- Training in Project Management;
- MS Office Proficiency in Word, Excel, PowerPoint, Publisher, Vision.

Special Conditions Associated with the Job

- Critical deadlines for completion of projects.

5. Pensions Client Services Officer (GMG/SEG 1)

Job Purpose

Under the general supervision of the Manager, Pensions Client Services, the incumbent provides accurate information and advice to internal and external clients to facilitate the expeditious processing of retiring/death benefits.

The incumbent will also investigate cases for the Government Pensioners Relief Fund Committee and provide documentary evidences of requested needs.

Key Responsibilities

Technical/Professional

- Serves as liaison between the Branch and clients; maintains a log of clients complaints and queries;
- Navigates the automated system, retrieves information and provide responses to enquiries from clients by telephone or other media provided; routes requests/enquiries to appropriate staff as necessary;
- Responds quickly and efficiently to clients enquiries or complaints by phone, post, email or direct interaction; provides follow-up on client's enquiries;
- Informs clients by explaining procedures; answering questions; providing information counselling and advice; recommends actions to avoid recurring complaints and follow-up as necessary;
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures in the delivery of service to clients;
- Keeps abreast of the various Pensions Acts, Regulations, Policies and Procedures of Pensions Administration in order to facilitate expeditious processing of retiring benefits;

- Liaises with Ministries, Departments and Agencies to expedite the responses to requests for information/data, and obtain additional information required for the processing of retirement benefits;
- Collaborates with the MDAs to identify the training/information needs with respect to pension matters, and reports these needs to the Manager, Pensions Services;
- Participates/Assists in the design and delivery of public education and sensitization sessions to trainers/employees in MDAs, retirees and their dependents on pension and other retirement benefits;
- Visits and interviews Pensioners, relatives and caregivers of officers islandwide to obtain documents and other information for the processing of benefits;
- Liaises with Accountant Generals Department regarding delays in the pay out of awards and benefits;
- Liaises with other key/relevant stakeholders in providing service to customers;
- Conducts investigations and provides information and outstanding data to facilitate the processing of pension/retirement benefit cases and cases before the Government Pension Relief Fund Committee;
- Recommends special cases for considerations of benefits from the Government Pension Relief Fund Committee;
- Participates in the conduct of customer service surveys to obtain feedback on services provided;
- Analyzes data from surveys and provide results;
- Collates information and prepares/generates monthly/quarterly and annual reports;
- Develops and implements Individual Work Plan;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- The ability to analyze problems efficiently;
- Excellent interpersonal skills;
- The ability to communicate effectively both orally and in writing;
- Ability to organize work and utilize time management techniques to meet critical deadlines;
- High levels of confidentiality, professionalism and integrity;
- Attention to detail and accuracy;
- Emotional intelligence;
- Tactful;
- Ability to work independently and as part of a team;
- Proficiency in Microsoft Office suite and other applications programmes appropriate to assigned responsibilities;
- Excellent knowledge of statutes, legislations, regulations, policies and procedures governing pensions;
- Ability to conduct simple social research.

Minimum Required Qualification and Experience

- First Degree in Public Administration or Management Studies/Social Work;
- Three (3) years' experience in Pensions Administration or related field;
- Certificate in Customer Service;

OR

- Diploma/Associate Degree in Public Administration or Management Studies or Social Work;
- Five (5) years' experience in Pensions Administration or related field;
- Certificate in Customer Service; or
- Two (2) years' experience in customer service environment;
- Any other combination of equivalent qualification and experience.

Special Conditions Associated with the Job

- Extensive travelling, sometimes in hazardous or volatile areas across the island;
- Pressure from meeting numerous critical deadlines;
- Occasionally dealing with difficult individuals.

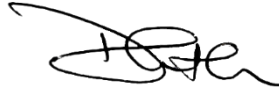
Applications accompanied by Résumés should be submitted **no later than Monday, 22nd April, 2024 to:**

**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.



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