



## Office of the Services Commissions

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### **CIRCULAR No. 239** **OSC Ref. C. 6530<sup>7</sup>**

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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/be assigned to the following posts in the **Ministry of Labour and Social Security**:

1. **Senior Assistant Attorney General (JLG/LO 5) (Not Vacant)**, salary range \$9,401,821- \$12,644,404 per annum.
2. **Principal Director, Corporate Services (GMG/SEG 6) (Vacant)**, salary range \$9,401,821- \$12,644,404 per annum.
3. **Director, Public Assistance (GMG/SEG 4) (Vacant)**, salary range \$6,333,301- \$8,517,586 per annum.
4. **Director, Corporate Communications and Public Relations (MCG/IE 6) (Vacant)**, salary range \$6,333,301- \$8,517,586 per annum.
5. **Manager, Equity Trading (GMG/SEG 3) (Vacant) - National Insurance Investment Secretariat**, salary range \$5,198,035- \$6,990,779 per annum.
6. **Director, Customer Service (GMG/SEG 3) (Vacant)**, salary range \$5,198,035- \$6,990,779 per annum.
7. **Auditor (FMG/AS 2) (Vacant)**, salary range \$4,266,270 - \$5,737,658 per annum.
8. **Director, Performance Management and Appraisal System (GMG/SEG 2) Not Vacant)**, salary range \$4,266,270- \$5,737,658 per annum.
9. **Professional Social Worker (SWG/PS 2) (Vacant) - St. Elizabeth Local Office**, salary range \$4,266,270- \$5,737,658 per annum.

#### **1. Senior Assistant Attorney General (JLG/LO 5)**

##### **Job Purpose**

To provide legal support for the Ministry's policies and programmes by leading a team of attorneys and administrative staff, advising on all areas of labour law, employment and social security law and ensuring that all advice produced by the staff is in conformity with the relevant laws, is delivered in a timely manner and meets required standards.

##### **Key Responsibilities**

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

- Participates in the Ministry's strategic planning process, prepares and monitors the Units Operational Plan and Budget, ensuring that the Unit's work is carried out according to plan and agreed targets achieved;
- Represents the Ministry at meetings, conferences and other functions, as directed;
- Participates in formulating training courses for the Ministry in relation to legislation which the Ministry administers.

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

- Advises the Minister, Permanent Secretary, Ministry of Labour staff on all areas of labour law, employment and social security law which the Ministry administers;
- Advises members of the public, on various aspects of labour law, employment and social security law which the Ministry administers, as requested;
- Reviews work assignments undertaken by junior counsel and advise on areas which need to be amended before advice is dispatched;
- Liaises with the Attorney General's Chambers to produce legal advice and opinions on matters of law affecting the Ministry's policies and programmes;

- Liaises with the Office of the Director of Public Prosecutions in relation to rulings on case files and initiation of proceedings in the Courts, in relation to the breach of legislation that the Ministry administers;
- Attends Court and conducts proceedings as required by the laws governing National Insurance and Labour legislation;
- Watches proceedings in the courts on behalf of the Ministry;
- Instructs the Clerk of the Court in conduct of criminal proceedings in which the Ministry has an interest
- Liaises with the Office of the Parliamentary Counsel to ensure that legislation is drafted in accordance with the Ministry's instructions;
- Liaises with the Clerk to the Houses of Parliament in relation to matters to be tabled or debated in Parliament involving legislation administered by the Ministry;
- Attends Parliament in an advisory capacity whenever the Honourable Minister is piloting legislation relating to the Ministry's policies and programmes;
- Drafts Cabinet Submissions, Legislation Committee Submissions, in accordance with Government guidelines to further the Ministry's policies and programmes;
- Prepares policy papers/documents making recommendations for the amendment of labour and Social Security legislation;
- Liaises with the Jamaica Printing Services in relation to the printing and gazetting of documents and legislation that affect the work of the Ministry;
- Ensures that the Legal Unit complies with all relevant guidelines relating to the provision of legal advice in a Government Ministry.

***Human Resource:***

- Manages the welfare and development of direct reports through the preparation of Performance Appraisals and recommendations for required training and development programmes;
- Provides leadership to staff through effective object setting, delegation and communication
- Participates in recruitment of staff for the Unit;
- Ensures that staff are aware of and adhere to the policies, procedures and regulations of the Ministry;
- Performs any other related functions assigned from time to time by the Permanent Secretary.

**Required Knowledge, Skills and Competencies**

- Excellent knowledge of Jamaican law, and particularly, labour and social security legislation;
- Excellent knowledge of the Ministry's policies and procedures;
- Excellent presentation, oral and written communication skills;
- Good problem-solving skills and tenacity;
- Good leadership and interpersonal skills;
- Excellent teamwork skills.

**Minimum Required Qualification and Experience**

- Bachelor of Laws (LLB);
- Certificate of Legal Education (CLE);
- Eight (8) years' experience as a practicing attorney in the Public or Private Sector at a supervisory level;
- Post graduate qualification would be an asset.

**Special Conditions Associated with the Job**

- Overseas and local travel;
- Required to work outside of normal working hours and weekends, when necessary;

## **2. Principal Director, Corporate Services (GMG/SEG 6)**

### **Job Purpose**

The incumbent is responsible for providing strategic leadership, policy direction and guidance for the Administration function, Human Resource Management and Development function, Documentation, Information and Access Services functions, Management Information Systems functions, Administration functions, Procurement functions as well as the Customer Service functions.

### **Key Responsibilities**

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

- Plans, organizes and directs the work of the Division, by overseeing the creation of the Division's Corporate and Operational Plans and Budgets, and monitoring the Division's achievement against them;
- Leads the development of the strategic plans and budget for the Division; monitors implementation of the plans in a way that optimizes the effectiveness and efficiency of the Division, and makes recommendations for adjustments as necessary to enable the achievement of the established objectives and/or changes in direction during the planning period;
- Leads in the development of annual Work Plans for the Units in the Division;
- Reviews quarterly Performance Status Reports from Units and provides guidance, feedback and forward recommendations to Unit Heads;
- Prepares and submits performance management reports relating to corporate services to the Permanent Secretary;
- Determines administrative gaps and develops, co-ordinates, implements and maintains policies and procedures to guide the operations of the Division;
- 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 for the attention of the Permanent Secretary;
- Examines and approves payments generated by the Division, to ensure that payments are within the limits of the budgetary allocations and that value for money is received;
- Maintains effective working relationships with external and internal stakeholders and clients, ensuring that the Division provides a consistently high level of service to them;
- Leads the periodic review of operational manuals to ensure they remain current; ensures appropriate tools and resources are available (including an effective project management evaluation mechanism) to support the work of the Division;
- Anticipates issues, challenges and outcomes, takes action considering the risks and using prudent judgment, demonstrates adaptability and flexibility in getting a job done despite challenging circumstances;
- Prepares/Reviews reports of the Human Resource Executive Committee for submission to the Permanent Secretary;
- Prepares management report on activities undertaken at required intervals;
- Represents the Ministry at local and international meetings, conferences and other fora, as required;
- Keeps abreast of legislative changes, Government policies and guidelines, international changes in health care so that he/she can effectively contribute to the development of the strategic direction of the Ministry in delivering on its mandate.

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

- Provides policy interpretation and technical advice to the Permanent Secretary, Divisional/Section/Unit Heads to ensure effective co-ordination of the Ministry's functions, and compliance with Government rules and regulations;
- Provides advice to the Permanent Secretary and other Directors on matters relating to the implications of the acquisition, allocation and utilization of human, physical or material resources;
- Initiates innovation or changes in internal management practices, systems and policies with a view to improving efficiency and reducing costs;
- Forges strategic alliances with the Senior Managers in Ministries, Departments and Agencies that foster collaboration and partnerships with a view to improving the efficiency and effectiveness of services provided;
- Liaises with Ministries and other Government agencies regarding matters relating to corporate management and other functional areas of the Ministry;
- Facilitates the delivery of efficient, effective and satisfactory Corporate Services to internal and external customers.

**Administration:**

- Gives focus and direction to the preparation of the Branch's administrative budget in keeping with the prescribed guidelines;
- Facilitates the analysis of overall performance of the Branch through the provision of timely information and ensures the provision of adequate administrative support services for all sections of the Ministry and the provision of comfortable and environmentally friendly working environment that contributes to employees' productivity and morale;
- Monitors and gives guidance to the adherence of the Government of Jamaica's (GOJ) protocol for the maintenance of office and plant equipment, which will facilitate a harmonious and productive environment;
- Reviews recommendations made for equipment and material needs with the Permanent Secretary and Principal Financial Officer and specialist for various Divisions;
- Ensures that safety and health standards are documented, circulated and maintained;
- Oversees the management of assets and inventory control services throughout the Ministry;
- Co-ordinates all assets and facilities related matters for the Ministry and selected entities to ensure the centralization of fixed assets information for effective monitoring and control;
- Conducts reviews of the inventory system to ensure effective usage, control and monitoring of inventory items, which include office supplies, furniture and equipment;
- Oversees the maintenance of the physical environment of the Ministry in a cost effective and satisfactory manner;
- Ensures that adequate facilities/amenities such as light, power, air conditioning, plumbing, telephones and ancillary services are available, and that office equipment is maintained in good working condition;
- Provides advice and policy direction on security matters to the Minister, Permanent Secretary and Senior Officers in the Regional Health Authorities;
- Ensures the security plan for the Ministry's human and capital resource, guaranteeing the well-being of all concerned, is developed;
- Oversees the provision of security for personnel at the Head Office, all documents, information technology and physical assets to ensure security during and after working hours;
- Oversees and monitors the development and implementation of emergency procedures for the protection of staff and property throughout the Ministry;
- Ensures that a communication programme is designed to sensitize staff on physical, personal and document safety matters;
- Collaborates with the Director, Transport and Security, Director, Public Procurement and the Principal Financial Officer in the preparation of all security contracts;
- Ensures that an on-going liaison is maintained with the Jamaica Constabulary Force (JCF) and other security establishments;
- Liaises with the Director, Transport and Security and to ensure the cost-effective transportation of documents and staff on department's business;
- Ensures that new vehicles received are commissioned in keeping with the Ministry of Finance and the Public Service and the MOH policies and procedures;
- Ensures that effective guidelines and regulations are in place for visual and physical inspections of all vehicles.

**Human Resource Management and Development:**

- Leads the development and administration of systems and procedures that provide effective control over human resources;
- Provides strategic oversight to the development, implementation and maintenance of human resource strategies and services to foster optimal staff involvement and to promote organizational success;
- Plans strategies to improve Human Resource Management in the Ministry, based on new developments in the field;
- Keeps abreast and disseminates ongoing knowledge of developments in areas relating to human resource management and development;
- Collaborates with the Senior Director Human Resource Management and Development (HRM&D) to develop a human resource plan and programme to support the Ministry's strategic priorities;
- Oversees the formulation of programmes for the retention of highly competent human resources that will ensure the effective delivery of quality social security and labour relations;
- Provides guidance for the development of training programmes and policies for staff, and ensures that they are aligned to the strategic objectives of the Ministry;
- Provides guidance for the initiation and development of strategic and tactical plans/programmes that will promote healthy and proactive industrial relations climate;
- Monitors the development and use of an effective and efficient Human Resource Information System (HRIS) in the Ministry;
- Coordinates the human resources input of the Ministry's programmes including current and

future requirements for manpower budgeting and planning, retirement and compensation benefits and conditions of service and career path development.

***Documentation, Information Access to Services:***

- Collaborates with the Director, Documentation/Information and Access Services in developing strategies for managing increasingly complex and conflicting interests regarding access to information requests;
- Collaborates with the Director Documentation/Information and Access Services in planning, developing and establishing policies and procedures, formulating goals and objectives for operations essential to the effective delivery of information;
- Oversees the provision of public access to records/information in keeping with information requirements to all internal and external legislative requirements such as the Access to Information Act;
- Oversees the provision of efficient and effective documentation and preservation of all official records in the custody of the Ministry;
- Collaborates with the Director, Documentation/Information and Access Services to ensure that an effective documents/records storage and retrieval systems is provided;
- Ensures that the appropriate facilities and resources to meet the Ministry's research, record keeping and information retrieval requirements are provided.

***Customer Service:***

- Monitors achievement of customer service objectives based on the strategic plans and reviews;
- Monitors Complaints Management System for the resolution of customer complaints to improve customer service quality based on reviews, evaluations, business process re-designs; service metrics; and related changes;
- Recommends customer service policies, procedures, and guidelines;
- Monitors service level standards focused on response times based on review of business processes aligned to the key services of the Ministry and its portfolio Agencies and Departments;
- Monitors implementation of the Customer Service Improvement Plan;
- Monitors the Customer Service Balanced Scorecard;
- Monitors the Complaints Management System.

***Management Information Systems:***

- Gives focus and direction for the development, implementation and evaluation of the Management Information Systems (MIS) strategic plan within the context of the overall strategic plan for the Ministry;
- Provides advice and guidance on the development of Management Information Systems policies and procedures, based on research, for the efficient and effective functioning of the Ministry, in keeping with the GOJ MIS policies;
- Ensures that the Ministry's ICT policies and procedures are current;
- Ensures the provision of an integrated information system that facilitates effective delivery of service to all levels of the organization;
- Ensures the continuous review and evaluation of business processes and ensures the provision of cost effective and realistic information technology solutions, where necessary to maximize efficiencies throughout the Ministry of Labour and Social Security;
- Collaborates with the Director, Management Information Systems in co-ordinating the purchase of new equipment;
- Collaborates with the Director, Systems Information and Technology in ensuring the development and implementation of a comprehensive maintenance programme for all Information Technology equipment.

***Procurement:***

- Oversees the administration of the procurement function ensuring compliance with Government guidelines;
- Ensures that submissions to the Procurement Committee conform to the approved policies and procedures, and that client Divisions are promptly informed of the decisions of the Committee;
- Directs the preparation of contracts Awards Reports for submission to the Permanent Secretary;
- Periodically coordinates reviews of the procurement process along with the Director, Public Procurement to ensure that appropriate systems are in place to minimize waste and provide value for money.

***Human Resource:***

- Develops and manages the performance of the Division and staff, including transferring skills, motivating staff through coaching and mentoring, arranging for training, setting performance targets, monitoring performance, providing feedback to staff and initiating corrective action where necessary to improve performance;

- Develops and implements a Succession Planning Programme in collaboration with other Heads of Divisions to ensure continuity of skills and competencies in the Department and personal development and career advancement of employees;
- Contributes to the development and welfare of direct reports through the effective use of the performance management system, and makes recommendations for training and career development, where necessary;
- Establishes and maintains systems/programmes to foster a culture of teamwork within the Division, and provides leadership to staff through effective objective setting, delegation and communication;
- Supervises and evaluates the performance of staff to ensure that work output is consistent with the Work Plan;
- Ensures that training and other needs of employees are adequately identified and addressed;
- Participates as required in disciplinary proceedings involving staff;
- Prepares performance appraisals and recommends and/or initiates corrective action where necessary, to improve performance and/or attaining established personal and/or organizational goals;
- Ensures staff are aware of and adheres to the policies, procedures and regulations of the Division and the Ministry;
- Disseminates information to staff re changes in policies, procedures and other matters to ensure that high levels of compliance are maintained;
- Participates in the recruitment of staff for the Ministry and reviews recommendations for transfer, promotion, termination and leave benefits in accordance with established human resource policies and procedures as appropriate;
- Approves Vacation, Sick and Department Leave for staff, and participate in the administration of staff benefits, in keeping with the established human resource policies;
- Provides staff with sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Conducts monthly and other ad hoc staff meetings;
- Performs any other duties relevant to the work of the Division or that may be reasonably assigned by the Permanent Secretary.

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

#### **Core:**

- Ability to communicate effectively in writing and orally;
- Good human relations and interpersonal skills;
- Strong decision-making and critical thinking skills;
- Excellent leadership, networking and relationship-building skills;
- Excellent skills in teamwork and cooperation;
- Excellent analytical skills;
- Excellent planning and time management skills;
- Ability to negotiate and persuade;
- Strong strategic visioning skills;
- Strong goal/result orientation;
- Keen listener;
- Excellent integrity/ethics exercised in the performance of duties.

#### **Technical:**

- Strong knowledge of the government's human resource policies and procedures;
- Sound knowledge of government's procurement policy;
- Sound knowledge of Government's regulations and procedures;
- Knowledge of the operations of Government;
- Expertise in programme planning, implementation and evaluation;
- Ability to analyse and interpret the labour market trends nationally and internationally.

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

- Master's Degree in Management/Business Administration/Public Administration/Public Policy/Human Resource Management and Development or equivalent qualification;
- Eight (8) years related experience in the Public Sector, four (4) of which should be at the managerial level;
- Five (5) years related experience at a managerial level.

### **Special Conditions Associated with Job**

- Required to work beyond normal working hours whenever the need arises;
- Travel locally and internationally whenever the need arises;
- Possession of a valid Drivers' Licence and a reliable motor vehicle.

### **3. Director, Public Assistance (GMG/SEG 4)**

#### **Job Purpose**

Reporting to the Director, Social Security, the Director is responsible for the effective and efficient management and implementation of all Social Assistance programmes in the Division, as well as guiding policies aimed at poverty reduction.

#### **Key Responsibilities**

- Oversees the management and administration of non-contributory component of the social protection system in keeping with legislative and Government guidelines;
- Develops strategic plans for poverty reduction within the framework of Government's social policy agenda;
- Directs the Rehabilitation and Compassionate Grants Programme;
- Manages the implementation of P.A.T.H Programme activities;
- Ensures that a system is in place to track and monitor clients of the programmes to determine successes/achievements;
- Formulates strategies for the assessment of welfare relief to victims of disaster;
- Ensures the maintenance of an investigative force in each parish to identify and investigate applicants of all social programmes;
- Maintains a system of registration and recording of all social assistance benefits disbursed;
- Ensures the implementation of policy decisions of all programmes;
- Ensures that proper budget controls are instituted and maintained;
- Prepares annual Budget for all programmes within P.A.D;
- Directs the procurement of goods and services and ensures that proper procurement procedures are followed, as required by the loans agreement;
- Establishes and maintains public awareness of all programmes through briefs, press releases, reports and other presentations;
- Ensures impact of the programme is in keeping with Government's poverty reduction strategies.
- Conducts annual reviews of the programmes;
- Prepares action plans for improving the management of the programme based on findings of the reviews;
- Authorizes expenditure for all PAD programmes;
- Co-ordinates job design of staff members to ensure congruity between goals of the programmes and staff activities;
- Assesses the performance of staff;
- Liaises with all the major stakeholders of PATH.

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

- Good Project Management skills;
- High level communication and interpersonal skills;
- Clear understanding of the Government's policies and strategies towards poverty reduction;
- Computer literate;
- Ability to multitask and work under pressure;
- Excellent organizational and leadership skill;
- Excellent problem-solving skills;
- Knowledge of Social Protection;
- Ability to make "on the spot" decision.

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

- B.Sc. in Social Sciences, Social Work, Public Administration;
- Training in Project Management and Supervisory Management;
- Four (4) years' experience in a Managerial position in the Government Service.

#### **Special Conditions Associated with the Job**

- Be able to work long hours and on public holidays;
- Be willing to work in volatile areas;
- Be able to travel island wide and overseas.

#### **4. Director, Corporate Communications and Public Relations (MCG/IE 6)**

##### **Job Purpose**

Under the general direction of the Permanent Secretary, the Director, Corporate Communications and Public Relations is responsible for the strategic direction and management of the internal and external communication, publications, social media activities and the management of public image and identity of the Ministry of Labour and Social Security. The position provides support and advice to the Minister and Permanent Secretary. The Director facilitates the provision of accurate, timely and relevant information to internal and external stakeholders on the Ministry's programmes, projects and initiatives using a variety of media, channels and platforms, special events, special publications and direct contact. It is also responsible for the implementation of risk management and engagement strategies and collaborates with departments and staff in responding.

##### **Key Responsibilities**

###### ***Human Resource:***

- Approves leave for staff in accordance with Human Resource guidelines;
- Evaluates, appraises and monitors the performance of staff in the Branch and make recommendations for training and development, promotion, discipline, reward and recognition;
- Co-ordinates the development of individual work plans and recommends performance targets;
- Identifies skills/competency gaps and contributes to the development and Succession Planning for the Branch to ensure adequate staff capacity;
- Ensures the well-being of staff supervised;
- Facilitates the timely and accurate completion of the staff annual performance appraisals and other periodic reviews;
- Oversees the procurement and production of promotional and branded items;
- Participates in the orientation, on boarding, recruitment and training of staff of the Branch
- Initiates the disciplinary process.

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

- Provides strategic leadership and direction to the Corporate Communications and Public Relations Branch;
- Leads the development and implementation of the Ministry's public relations, communication, media and engagement strategies to enhance internal and external stakeholder awareness and knowledge of the Ministry's events, policies, programmes and initiatives;
- Leads the development and design of the Ministry Communication and Public Relations Plan, establishing specific goals, objectives and strategies to build public awareness, maintain consistency in branding and educate stakeholders on the Ministry's mandate a priorities;
- Develops and implements a stakeholder communication plan to ensure that all identified target audiences are engaged efficiently and effectively with tailored messages and communicate on the Ministry's business;
- Identifies and develops campaigns, and plans in collaboration with relevant sections and in response to the Ministry's mandate, new initiatives and existing programmes and services;
- Leads the planning and development of the website, social media content and online presence of the Ministry, to promote the core business functions of the ministry and communicate with stakeholders;
- Monitors the website and social media content schedule and engagement, including responses to stakeholders to ensure unity in the Ministry's voice, brand and image and internal communication policy;
- Co-ordinates and leverages ICT in the implementation and delivery of functions in collaboration with MIS Unit and other Agencies;
- Supervises the conceptualization, research and preparation of speeches, briefs, presentations and correspondence for Ministers, Permanent Secretary and Chief Technical Directors;
- Manages the design ,development, dissemination process of in-house publications;
- Participates in the planning and execution of the Ministry's official and special events, in collaboration with respective senior managers for public outreach and other media relations and communication activities;
- Manages the development and implementation of crisis communication, risk management and mitigation strategies;
- Advises the Permanent Secretary, Minister and Heads of Section on Public Relations and Communication matters related crisis management and internal communication;



- Streamlines the visual brand, voice and identity of the Ministry on all communication domains to ensure that there is consistency in use and that the corporate and public image is maintained;
- Ensures that the MLSS is visible, appropriately branded, positioned and accountable to all stakeholders and clients;
- Establishes and maintains a good professional working relationship with journalists, media houses and agencies to facilitate public awareness and understanding of MLSS policies, programmes, initiatives and mandate;
- Co-ordinates research on the public's needs, interests, attitudes, priorities and expectations to inform communication strategies and campaigns;
- Monitors and analyses the efficiency and effectiveness of communication strategies and media coverage and also for the campaigns for policies, programmes and services offered by the Ministry.

***Management/Administrative:***

- Participates in the Corporate Planning Process;
- Ensures that the MLSS abide by statutory guidelines outlines in the Communication Policy, Records Management and Access to Information Act for the publication, dissemination and preservation of information;
- Designs and implements Standard Operating Procedures and internal Public Relations and Communication policy;
- Manages the Public Relations and Communications portfolio;
- Manages and develops the Public Relations and Communications Budget;
- Supervises Public Relations and Communications Officers;
- Identifies suppliers and oversees the purchase order procurement process.

**Required Knowledge, Skills and Competencies**

- Excellent knowledge of GOJ Communication Policy and other governing statutes related to Communication and Public Relations;
- Good knowledge of the Ministry's policies and programmes;
- Excellent supervisory and management skills;
- Excellent oral and written communication;
- Strong analytical and problem-solving skills;
- Excellent interpersonal and team working skills;
- Good speech writing skills;
- Integrity and Ethics.

**Minimum Required Qualification and Experience**

- Bachelor Degree in media and communications or related field;
- Five (5) years' experience with at least two (2) years' experience in communications management;
- Knowledge of events planning and management would be an asset;
- Training in public speaking and presentation skills;
- Training in state protocol and business etiquette would be an asset;
- Supervisory management experience.

**Special Conditions Associated with the Job:**

- Required to travel intra island;
- Required to work outside of normal working hours occasionally;
- Attend conciliation and other meetings, as necessary;
- Stressful and critical deadlines for completion of projects.

## **5. Manager, Equity Trading (GMG/SEG 3)**

### **Job Purpose**

Under the direction of the Transition Manager, the incumbent is responsible for designing, monitoring and managing equity trading activities on behalf of the National Insurance Fund, in the local, regional and international markets, in keeping with NIF Policy Guidelines

### **Key Responsibilities**

- Formulates medium- and long-term strategies to manage the NIF equity portfolio;
- Researches, analyzes and reports on local ,regional and international equity markets;
- Identifies investment opportunities and threats for existing and potential investments for the NIF and its subsidiaries;
- Participates in collaborative efforts with NIF and its subsidiaries/associated companies;
- Recommends buy/sell/hold positions for the NIF equity investments based on research, establishing target prices via quantitative and qualitative modelling;
- Collaborates with the Risk Manager to implement best operational and risk management practices;
- Prepares and maintains the Investment Policy Statements for the equity portfolio;
- Serves as functional expert within the NIF on equity related issues;
- Develops and maintains professional relationships and contacts within the investment industry, in order to conduct researches and gain knowledge of appropriate investment opportunities;
- Performs continuous assessment and evaluation of appropriate equity strategies;
- Prepares all necessary reports tracking the Fund's performance including the following:
  - Daily equity report summary;
  - Annual Board Retreat reports;
  - Monthly overview of total equity portfolio;
  - Summary of Dividend yields and payments on unlisted stocks;
  - Summary of daily foreign exchange report;
  - Monthly report of dividends received;
  - Various other reports as requested.
- Participates and plays a lead role in the equity budgeting process;
- Contributes to the strategic planning process of the NIF, in order to enhance the continuous improvement of NIF and its associated companies;
- Creates added value to the NIF through writing and disseminating investment research analysis to internal Managers and Directors;
- Performs other related duties assigned by the Director, Equity Portfolio;
- Supervises the operations of the department in the absence of the Director.

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

- Excellent knowledge of investment concepts, terminology, styles, models, strategies and fundamental investment factors;
- Excellent knowledge of institutional private equity portfolio management;
- Sound understanding of the local, regional and international financial markets;
- Working knowledge of Financial Sector Laws, regulations and ethics;
- Working knowledge of computer systems and relevant applications;
- Excellent decision-making, planning and organizing skills;
- Excellent judgement and analytical skills;
- Excellent oral and written communication skills;
- Good time management skill;
- Excellent negotiating and/or advocacy skills;
- Excellent interpersonal skills.

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

- First Degree in Business, Economics, Finance or Accounting;
- Four (4) years' experience in an Investment Environment (with at least two (2) years in an active trading capacity.

### **Special Condition Associated with the Job:**

- Require to travel occasionally.

## **6. Director, Customer Service (GMG/SEG 3)**

### **Job Purpose**

Under the direction of the Principal Director, Corporate Services, the Director, Customer Service is responsible for the coordination, leadership and management of the Customer Service portfolio of the MDA, and oversight for the any Portfolio Agency. Specifically, the Director is responsible for the development, monitoring and implementation of the portfolio policies, programmes, projects, standards and related activities, for driving the modernization of the Customer Service Programme across the Ministry and its portfolio agencies. The incumbent maintains linkages with the ISO Division at the relevant Ministry and other key stakeholders (such as the Corporate Planner) in support of ISO Certification on Quality Management Systems and improved service delivery across the MDA and its portfolio agencies, in accordance with the Government of Jamaica Public Sector Modernization Vision & Strategy, as well as the entity's Citizens' Charter.

### **Key Responsibilities**

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

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

#### ***Human Resource Management***

- Coordinates and monitors the work of the Branch;
- Monitors and evaluates the performance of direct reports, prepares performance appraisal and recommends and/or attains established personal and/or organizational goals;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Participates in the recruitment of staff for the Unit and recommends transfer, promotion, termination and leave in accordance with established human resource policies and procedures;
- Ensures the welfare and development needs of staff in the Division are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals;
- Allocates and schedules work; allocates monthly mileage to travelling officers;
- Maintains, monitors and submits Attendance Reports for all relevant members of staff.

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

- Meets customer service objectives by integrating customer service information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing productivity, quality and customer-service standards; resolving problems; completing audits; identifying customer service trends; determining system improvements; implementing change.
- Maximizes customer operational performance by providing help desk resources and technical advice; resolving problems; disseminating advisories, warnings and new techniques;
- Ensures robust Complaints Management System is in place to resolve customer complaints promptly;
- Improves customer service quality results by reviewing, evaluating, and re-designing business processes; establishing and communicating service metrics; implementing changes;
- Recommends, maintains and implements customer service policies, procedures and guidelines;
- Develops and implements service level standards focused on response times and issue resolution;
- Develops and implements Customer Service strategies and specific objectives;
- Facilitates customer service financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analysing variances; initiating corrective actions;
- Periodically facilitates employees' training and development in Customer Service across the Ministry;

- Reviews and documents business processes aligned to the key services of the Ministry and its portfolio agencies and departments;
- Develops and implements the Customer Service Improvement Plan;
- Develops and monitors the Customer Service Balanced Scorecard;
- Develops and monitors the Complaints Management System;
- Leads the Intra-Ministerial Customer Service Monitoring & Evaluation Team;
- Leads the development, implementation and maintenance of the Citizens' Charter;
- Supports the certification of the Ministry of Labour and Social Security in ISO 9001:2015;
- Determines customer service requirements by maintaining contact with customers; visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices; analysing information and applications;
- Facilitates promotion and awareness of the customers to the Ministry's products and services;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- In collaboration with the Director, Corporate Communication & Public Relations, conducts relevant campaigns, and expositions to increase awareness and promotion of the goods and services of the Ministry and its Agencies/Departments;
- Performs other related duties that may be assigned from time to time.

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

#### ***Core***

- Good oral and written communication skills
- Good people management skills
- Good interpersonal skills
- Good customer & quality focus
- Good planning & organizing
- Good problem solving & decision making
- Managing the client interface

#### ***Technical***

- Customer care & relations
- Business process re-engineering
- Research methods & data analysis
- Developing standards
- Knowledge of the Ministry's policies & procedures
- Knowledge of the Ministry's citizens' charter
- Knowledge of GoJ's customer service policy papers

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

- Bachelor's Degree in Business Administration or Management or related field
- Three (3) years' experience in Customer Service at a supervisory level.
- Experience with call centres and help desk environments
- Knowledge of ISO on Quality Management Systems
- Knowledge of research methods and analysing data
- Knowledge of GOJ's Customer Service Policy Papers
- Knowledge of GOJ's Policies & Procedures

### **Special Condition Associated with the Job:**

- Working extended hours
- Some amount of travelling

## **7. Auditor (FMG/AS 2)**

### **Job Purpose**

To assist all levels of management in achieving the organizational objectives effectively, by examining the internal control systems in accordance with the Government policies and procedures to determine the adequacy and integrity of the system.

### **Key Responsibilities**

#### ***Technical***

- Prepares Work Plans to support the time budget-based assignment;
- Conducts audit inspections of areas such as financial statements for recurrent, deposit and capital accounts, payroll, vouchers, furniture and equipment inventories, stores, farm work payments, work permit and pay and condition of employment to determine if transactions were properly supported in accordance with the FAA Act and Government Regulations and are arithmetically correct;
- Conducts walk-through audit of departments/divisions/agencies/local offices to use as a guide in the detailed assignment;
- Discusses audit findings with team leader and Senior Auditor;
- Evaluates and reviews working papers and reports with team members to facilitate preparation of interim/monthly/quarterly report to team leader;
- Prepares and submits audit reports of findings and recommendations to team leader;
- Ensures compliance with the relevant policies and procedures;
- Assesses the effectiveness of the internal control system in place and make recommendations where applicable;
- Prepares charts, tables, flow charts and risk matrix to aid in the presentation of audit findings;
- Performs any other duties assigned.

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

- Excellent knowledge of Government's Accounting policies and procedures
- Excellent analytical skills
- Excellent interpersonal and customer service skills
- Excellent oral and written communication skills
- Excellent planning and organizing skills
- Ability to lead and work in team
- Working knowledge of relevant computer application
- Sound knowledge of the FAA Act

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

- First Degree in Accounts, Finance, Business Administration, Management or Economics  
**OR**
- ACCA Fundamentals or: equivalent and no experience  
**OR**
- ASc. Degree, AAT Diploma, ACCA-CAT Level 3 or equivalent qualification; plus at least two (2) years auditing or accounting experience.

### **Special Condition Associated with the Job**

- Investigations carried out in volatile communities.

## **8. Director, Performance Management (GMG/SEG 2)**

### **Job Purpose**

Under the direction of the Director, Organizational Development, the incumbent, in collaboration with Heads of Sections and staff members, is responsible for the planning, implementation, maintenance and monitoring of the Performance Management and Appraisal System in the Ministry of Labour and Social Security and its agencies.

### **Key Responsibilities**

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

- Develops Work-Plan, in collaboration with HR and the Heads of Departments, for the implementation and operation of the PMAS annually;
- Conducts sensitization sessions within the Ministry and Agencies;
- Develops and implement PMAS related change management initiatives, in collaboration with other HR Officers and stakeholders;
- Reviews and receives approval for output focused job descriptions;
- Facilitates Unit Work Plan sessions as necessary;
- Reviews samples of Work Plans to ensure consistency in quality;
- Develops customized forms and manuals for the Ministry and its agencies;
- Provides ongoing guidance to managers and supervisors on all PMAS related issues through coaching or training as best addresses the need(s).

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

- Ensures all staff are aware of timetable for PMAS related activities annually;
- Ensures all managers and supervisors receive PMAS manuals, handbooks, templates, policies and procedures required to operate in the new system;
- Monitors register of employees, their appraising managers and reviewing managers;
- Monitors PMAS Work Plans received from staff members;
- Monitors compliance with the conduct of interim evaluations and provides guidance where necessary;
- Monitors completion of Performance Appraisals for all staff on an annual basis;
- Monitors the implementation by managers of remedial and corrective action to address poor performance;
- Monitors the implementation of development plans critical to performance management;
- Ensures that Performance Appraisal records are properly maintained;
- Maintains a confidential register of performance ratings and applicable awards/sanctions;
- Extracts required employee records for the audit of the system and provides other support as required for the post implementation evaluation of the system;
- Ensures that eligible staff for increment/award are identified, and the relevant HR Officers and Accounts Officers are notified on a timely basis;
- Participates in the work of the Internal Recognition and Reward Committee to provide support to the process of determining eligibility for reward and recognition;
- Provides guidance to managers on giving recognition and rewards at the Divisional or Unit level;
- Co-ordinates the arrangement of recognition and reward activities at the corporate level;
- Prepares Confidential Summary PMAS Report on appraisal results for identified authorized users;
- Prepares PMAS status report for the EPMAT and the PMIT monthly and/or as required;
- Prepares special PMAS related reports as required;
- Performs any other duties assigned.

#### ***Human Resource***

- Initiates disciplinary measures when necessary;
- Recommends Leave;
- Certifies travel and subsistence claims.

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

#### ***Technical***

- Comprehensive and sound knowledge of the PMAS as established in the Guidelines issued by the Office of the Cabinet;
- Proficient in the use of computer applications and software;
- Good presentation skills
- Good coaching skills

- Strong impact and influence to guide managers and other staff through the extensive performance culture change the PMAS presents
- Sound analytical thinking
- Methodical
- Good change management skills

#### **Core**

- Strong interpersonal skills
- Results oriented
- Strong customer orientation
- Effective problem solving skills
- Effective oral and written communication skills
- Personal and professional integrity

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

- First Degree in Management Studies, Human Resource Management or equivalent qualification and training; and
- Five (5) years' related experience at the supervisory level in Human Resource Management or business planning environment.

### **9. Professional Social Worker (SWG/PS 2)**

#### **Job Purpose**

To conduct investigations into the circumstances of vulnerable/disadvantaged individuals/families and make recommendations for them to obtain support/welfare assistance through the Family Services Unit or the Public Assistance Department of the Ministry.

#### **Key Responsibilities**

- Carries out investigations into the circumstances of families of overseas workers who have been identified as needing support;
- Makes recommendations regarding the provision of support or welfare benefits for these families;
- Manages cases for at least 300 families of overseas workers who are in need of the Ministry's support and assistance;
- Maintains electronic case files on such families through regular monitoring and assessment activities;
- Provides information to assist in obtaining support from overseas workers for their families whether through the courts or otherwise;
- Maintains dialogue with the Director and Administrators of the Family Services Unit regarding the cases of families being managed;
- Ensures that outstanding cases are brought to the urgent attention of the Director;
- Conducts investigations in order to facilitate the provision of welfare benefits/gratuity and other payments for former workers/families of overseas workers who are in need;
- Interviews/investigates applicants for other benefits which can be obtained through the Ministry's Public Assistance Department;
- Assesses the circumstances and damage to dwellings of victims of natural disasters and submits assessments for them to receive benefits;
- Identifies and refers potential beneficiaries to the Steps-to-Work and the Special Youth Employment and Training Project, PATH and other Public Assistance Programmes of the Ministry;
- Assists with distribution of relief supplies to victims of natural disasters;
- Oversees and provides guidance to the Social Services Administrators attached to the respective Regional Offices in the performance of their duties;
- Monitors the activities of the Social Work Administrators in the respective Regional Offices to ensure that these are in keeping with their assignments.

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

- Excellent interpersonal skills.
- Excellent oral and written communications skills
- Proficiency in the use of the relevant computer software.
- Ability to communicate with persons at all levels.
- Must be highly confidential
- Must be a team player.

**Minimum Required Qualification and Experience**

- First Degree in Social Work
- Three (3) years' related work experience.

**Special Conditions Associated with the Job**

- Working in volatile areas.
- Long working hours, work on Public Holidays.
- Working in immediate post-disaster environment.
- Extensive local travelling required.

Applications accompanied by résumés should be submitted **no later than Friday, 21<sup>st</sup> June, 2024 to:**

**Senior Director, Human Resource Management and Development  
Ministry of Labour and Social Security  
14 National Heroes Circle  
Kingston 4**

Email: [resume@mlss.gov.jm](mailto:resume@mlss.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**