



## Office of the Services Commissions

(Central Government)

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### **CIRCULAR No. 291**

### **OSC Ref. C. 6222<sup>13</sup>**

**19<sup>th</sup> July, 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 **Corporate Services, Post and Telecommunications Department**:

1. **Organizational Development Officer (GMG/SEG 2)**, salary range \$4,266,270 - \$5,737,658 per annum.
2. **Senior Human Resource Officer (Performance Management) (GMG/SEG 1)**, salary range \$3,501,526 - \$4,709,163 per annum.
3. **Administrative Assistant (GMG/AM 2)**, salary range \$1,711,060 - \$2,301,186 per annum.

#### **1. Organizational Development Officer (GMG/SEG 2)**

##### **Job Purpose**

The incumbent is responsible for developing and recommending effective organizational development and change management solutions for implementation at the Post and Telecommunications Department, with a view to improve the efficiency and effectiveness of the Department's operations.

##### **Key Responsibilities**

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

- Participates/conducts organization reviews to determine issues relating to structure, staffing, workflow and processes;
- Assesses relevant statutes, regulations, et.,c governing the operations of the PTD to determine legislative framework for impact on short-and long-term recommendations;
- Examines audit reports and identifies issues to inform OD Strategy and Plan;
- Conducts periodic Job Analysis to inform the revision of Job Descriptions, re-engineering of positions, restructuring activities, performance management activities, etc.;
- Assesses the delegation and exercise of authority, grouping of functions, inter-relationship of Branches, Sections and Units to inform workflow and assist with the development of Standard Operating Procedures;
- Develops new and revised job descriptions in alignment with the Department's Strategic Plans, goals and objectives;
- Maintains an accurate database of all Job Descriptions and ensures the distribution to each staff member.
- Prepares and revises Organizational, Functional and Flow charts;
- Identifies OD priorities through assessments and analysis, and recommends to the Director ODPM for inclusion in the OD Strategy;
- Coordinates/Participates in change management projects and programmes according to stipulated guidelines agreed to with relevant stakeholders;
- Recommends and implements Organizational Development and Change Management solutions which are appropriate to support the PTDs transition, modernization and culture change initiatives;
- Supports the development of tools/policies recommended by external change facilitators/consultants;
- Conducts relevant research on Organizational Development and Change Management theories, models and framework to inform OD/change management activities;
- Operates as a strategic business partner within the HRMD Branch to assist senior managers to effectively implement approved OD and change management solutions within their respective Regions, Branches, Sections and Units;
- Consults with key stakeholders (external and internal) in identifying issues and designing solutions;
- Performs other related duties as assigned by the Director-ODPM

**Management/Administrative:**

- Prepares Individual Annual Work Plan in alignment with the performance management requirements and strategic priorities;
- Participates in the development of the HRMD Branch's Annual Budget and Operational Plans;
- Maintains effective working relationships with external and internal stakeholders, ensuring that the ODPM Unit provides a consistently high level of service;
- Prepares periodic reports outlining the progress of Organizational Development and/or Change Management activities and achievements for submission to the Postmaster General;
- Keeps abreast of current and emerging OD and Change Management trends and best practices and utilizes them for continuous improvement of the PTD;
- Consults with the Senior Management Team with a view to understanding the strategic objectives and priorities that must inform OD Strategies and Action Plans;
- Participates 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 PTD;
- Analyzes the PTDs Strategic/Corporate Plan, directives and relevant reports to inform the development of the Organizational Development Framework.

**Other:**

- The incumbent may, from time to time, be assigned duties not specifically outlined within the job description but are within the capacity, qualifications and experience normally expected from a person occupying this position.

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

- Good oral and written communication skills;
- Teamwork and co-operation;
- Good interpersonal skills;
- Ability to use own initiative;
- Customer and quality focus;
- Compliance;
- Adaptability;
- Integrity;
- Methodical;
- Good problem-solving and decision-making skills;
- Good planning and organizing skills;
- Goal/Result oriented;
- Managing external relationships;
- Good leadership skills;
- Impact and influence;
- Good analytical thinking skills.

**Technical:**

- Use of Information, Communication and Technology;
- Change Management;
- Strategic Vision;
- People Management;
- Knowledge of the Public Service Regulations, Staff Orders for the Public Service, The Financial Administration and Audit Act Financial Instructions and other GoJ policies that guide the delivery of HRMD services;
- Knowledge of current trends in organizational development and change management.
- Knowledge of research and data analysis techniques;
- Knowledge of assessing workflow processes and techniques, systems analysis, job analysis and writing job descriptions.

**Minimum Required Qualification and Experience**

- Bachelor's Degree in Organizational Development/Human Resource Management or other relevant Social Science Degree;
- Three (3) years' experience in the organizational development field;
- Training in project management and Management Analysis would be an asset.

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

- May be required to work beyond regular working hours to meet deadlines;
- Spend long hours sitting and using office equipment;
- Required to travel island wide.

## **2. Senior Human Resource Officer (Performance Management) (GMG/SEG 1)**

### **Job Purpose**

Under the guidance of the Director, Organizational Development and Performance Management, the incumbent will collaborate with HR Officers, managers, supervisors, and staff to plan, develop, maintain and monitor Performance Management (PM) activities, fostering a high-performance culture within the Post and Telecommunications Department.

### **Key Responsibilities**

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

- Implements the approved performance management and improvement framework for the Department, that leads to the proper alignment of Individual Work Plans with the Organization's Strategic Business Plans, to facilitate an increase in organizational effectiveness and efficiency;
- Develops and maintains customized Performance Management manuals, templates, forms, policies and procedures for the Department;
- Reviews and assesses the Performance Management activities with a view to identify weakness and develop appropriate solutions;
- Reviews and processes all performance evaluation forms according to established standards;
- Co-ordinates performance management and quality improvement capacity building for all levels of employees;
- Designs and conducts Performance Management sensitization sessions within the Department, ensuring requisite knowledge and application of the approved framework is communicated;
- Collaborates with Strategic and Corporate Planning Unit and Senior Managers to develop annual departmental work plan to facilitate the administration performance monitoring and reporting in the Department.
- Facilitates the process of setting SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals for employees that are aligned with the organization's strategic objectives and corresponding Branch/Unit Plans;
- Examines the performance management framework and corresponding activities to determine systematic weaknesses e.g. subjectivity, lack of proper measurement tools as well as activities that do not add value to the process;
- Prepares comprehensive Performance Management compliance reports;
- Maintains current Registry of employees, their Rating Officer and Reviewing Officer;
- Executes performance management related initiatives in collaboration with other stakeholders;
- Participates in the Corporate and Operational Planning activities of the Department to gain a full understanding of the Mission and Objectives to inform the activities of the ODPM Unit in providing guidance to line managers and staff in completing their Individual Work Plans and other related requirements of the performance management;
- Reviews the Work Plans and performance reports for the staff of the Department and ensures that Work Plans are properly prepared and reflect measurable performance indicators as well as align to Branch plans;
- Monitors and evaluates the Department's Performance Management activities to identify achievements and weaknesses;
- Participates in the development and maintenance of an organization-wide competency framework to support performance management, recruitment and selection, and reinforce the Department's core values and competencies;
- Reviews Branch plans and individual work plans to ensure quality of content (alignment and completeness in specification).
- Provides feedback to Branch and Unit Heads and recommends areas for improvements as it relates to Performance Management;
- Reviews and advises the Director ODPM on the implementation of remedial and corrective action to address poor performance;
- Reviews and addresses all performance related grievances;
- Recommends performance management corrective action and related procedures specific to situations that may arise;
- Provides technical guidance to managers and supervisors in the development and administration of performance improvement plans;

- Recommends approaches to the execution of performance management interventions.
- In Collaboration with the Training and Development Unit, develops customized performance management material for employee orientation session.
- Provides training in collaboration with Training and Development Unit for newly appointed manager, supervisors with respect to their responsibilities under the performance management framework;
- Provides guidance and information on performance management related issues to all staff including managers and supervisors;
- Provides coaching, guidance and information on performance management related issues to all staff including managers and supervisors;
- Collaborates with the Employee Relations Unit to propose and design mechanisms that establishes eligibility criteria for performance awards and the related standing operating procedures for the monitoring and administration of the process;
- Collects, analyzes and reports on performance data to identify trends, and areas for improvement;
- Collaborates with various stakeholders including managers, and employees to encourage buy-in and participation in performance management processes and initiatives;
- Keeps abreast of emerging Performance Management trends, policies and best practices to inform internal policy improvement and development.

***Other:***

- The incumbent may, from time to time, be assigned duties not specifically outlined within the job description but are within the capacity, qualifications and experience normally expected from a person occupying this position.

**Required Knowledge, Skills and Competencies**

***Behavioural:***

- Good oral and written communication skills;
- Teamwork and co-operation;
- Good interpersonal skills;
- Ability to use own initiative;
- Customer and Quality Focus;
- Compliance;
- Adaptability;
- Integrity;
- Methodical;
- Good problem-solving and decision-making skills;
- Good planning and organizing skills;
- Goal/Result oriented.

***Technical:***

- Use of Information, Communication and Technology (ICT) skills;
- Technical skills;
- Knowledge of the Public Service Regulations, Staff Orders for the Public Service;
- Research and data analysis techniques;
- Knowledge of Performance Management practices and guidelines;
- Knowledge of preparing Department/Unit/Individual Work Plans.

**Minimum Required Qualification and Experience**

- Bachelor's Degree in Human Resource Management, Management Studies, Public Sector Management, or related Social Science discipline;
- Training in Performance Management would be a distinct asset;
- Two (2) years' experience in a related capacity.

**Special Conditions Associated with the Job**

- May be required to work beyond regular working hours to meet critical deadlines;
- Spend long hours sitting and using office equipment, computers and attending sessions;
- May be required to travel island wide.

### **3. Administrative Assistant (GMG/AM 2)**

#### **Job Purpose**

Under the direct supervision of the Director, Organizational Development and Performance Management (ODPM), the Administrative Assistant is responsible for providing administrative support to the ODPM Section by co-ordinating activities, scheduling appointments, preparing minutes, reports, briefs, collects and analyses data and researches information.

#### **Key Responsibilities**

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

- Provides administrative support to the Director (ODPM):
  - ✓ Manages calendar, schedules and providing regular updates
  - ✓ Arranges travel plans and itineraries
  - ✓ Co-ordinates meetings and other events
  - ✓ Prepares agendas and packages for meetings
  - ✓ Reviews and edits reports, provides secretarial and clerical support to the Director (ODPM)
  - ✓ Records and produces Minutes of meetings chaired by the Director ODPM
  - ✓ Processes incoming and outgoing correspondence
  - ✓ Responds to routine enquiries
  - ✓ Drafts correspondence, memoranda, other documents and presentations
  - ✓ Maintains record of all incoming and outgoing correspondences
- Complies and reviews monthly and annual reports;
- Researches and provides information to the Director for the preparation of reports;
- Screens and introduces visitors to the Director's Office;
- Receives, screens and routes telephone calls and takes and relays messages;
- Prepares monthly Travel Claim Forms for submission;
- Screens requests for information from the ODPM Section and responds or refers to the appropriate member of staff;
- Assists in the organization of meetings, and/or workshops being held by the ODPM Section, by ensuring that meeting rooms are booked, refreshment is requested and necessary materials are prepared and circulated/distributed in a timely manner;
- Maintains an adequate inventory of office supplies;
- Maintains the Leave and Attendance records of staff within the ODPM Section;
- Maintains computerized and manual files and records including filing, retrieval, retention and storage;
- Ensures security guidelines are strictly observed to safeguard the confidentiality of documents in the Director ODPMs Office;
- Provides general administrative and clerical support including mailing, scanning, and copying;
- Performs data entry operations.

##### ***Other:***

The incumbent may, from time to time, be assigned duties not specifically outlined within the job description but are within the capacity, qualifications and experience normally expected from a person occupying this position.

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

##### ***Behavioural:***

- Good oral and written communication skills;
- Teamwork and co-operation
- Good Interpersonal skills;
- Ability to use own initiative;
- Customer and quality focus;
- Compliance;
- Adaptability;
- Integrity;
- Methodical;
- Good problem-solving and decision-making skills;
- Good planning and organizing skills;
- Goal/Result oriented;
- Confidentiality;
- Good analytical thinking skills.

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

- Use of Information and Communications and Technology (ICT);
- Technical skills:-

- Typing;
- Document Preparation;
- Office Administration and Management;
- File Management;
- Document Management;
- Knowledge of the Staff Orders and The Public Service Regulations.

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

- Diploma in Business Administration, Human Resource Management or equivalent;
- Two (2) years' related experience; OR
- Successful completion of Certificate in Administrative Management (Level 1) at the Management Institute for National Development (MIND) or Diploma/Certificate from an accredited secretarial school.

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

- May be required to work beyond and outside normal working hours in meeting deadlines or in providing support services at meetings and events.


Applications accompanied by résumés should be submitted **no later than Friday, 2<sup>nd</sup> August, 2024 to:**

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

Email: [recruitment@jamaicapost.gov.jm](mailto:recruitment@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.**



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