



Office of the Services Commissions

(Central Government)

Ministry of Finance and the Public Service Building

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16th 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/be assigned to the following posts in the **Ministry of Economic Growth and Job Creation**:

1. **Principal Director, Climate Change (GMG/SEG 6) (Vacant) - Climate Change Branch**, salary range \$9,401,821 - \$12,644,404 per annum.
2. **Urban Planner (SOG/ST 8) (Vacant) - Urban Renewal and Development Branch**, salary range \$7,716,512 – 10,377,851 per annum.
3. **Works Policy Officer (GMG/SEG 2) (Not Vacant) - Works, Infrastructure Policy and Monitoring Branch**, salary range \$4,266,270 - \$5,737,658 per annum.
4. **Senior Customer Service Officer (GMG/AM 3) (Vacant) - Customer Service Branch**, salary \$2,190,302 - \$2,945,712 per annum.

1. Principal Director, Climate Change (GMG/SEG 6)

Job Purpose

To have overall responsibility for the management of the Climate Change Branch and to institute an impeccable coordination and facilitation mechanism, including close cooperation with the Climate Change Advisory Committee.

Key Responsibilities

Management/Administrative:

- Presents climate change related information at public interest, governmental, regional international or other meetings.
- Develops Strategic Business and Operational Plans and Budgets based on Government priorities.
- Develops Individual Work Plan according to strategic alignment with Operational Plan and strategic direction.
- Monitors progress of staff in relation to Strategic Business and Operational Plan and provides feedback and/or corrective action.
- Prepares Annual/Monthly and Special Reports as required.

Technical/Professional:

- Establishes an appropriate procedure for the coordination of all relevant institutions and stakeholders involved in climate change resilience building.
- Coordinates monitoring, reporting and evaluation of the National Climate Change Policy and the implementation of adaptation, mitigation, and outreach programmes across Government.
- Coordinates the preparation and validation of climate change related national regulatory frameworks.
- Works with Executive Agencies to monitor implementation of climate change projects for adaptation and mitigation.
- Leads the process of consultation with key sectors for the development of the Government's strategy and programmes on adaptation to and mitigation of climate change, and guides their effective implementation.
- Leads the process for the development of Jamaica's National Climate Change Policy and guides its implementation in collaboration with other Ministries and Executive Agencies.
- Facilitates the integration of climate change issues, through use of the climate change policy framework, into key sectoral policies related to agriculture, tourism, infrastructure, health, energy and transport, among others.
- Provides technical support and advice to the Director General and Permanent Secretary, by reviewing and appraising all Climate Change related policies before the Ministry's approval.
- Prepare a comprehensive climate change response strategy.

- Co-ordinates climate change research activities and contributes to the determination of research priorities.
- Promotes the use of evidenced based planning by supporting the work of research centres and universities engaged in climate change research.
- Facilitates the functioning and access to resources of existing research institutions.
- Conducts risk assessments for climate change strategies.
- Facilitates national participation in the activities of the Intergovernmental Panel on Climate Change (IPCC).
- Promotes scientific and technical cooperation on matters related to climate systems and climate change.
- Oversees the collection of climate change information and data in the areas of adaptation and mitigation.
- Co-ordinates awareness raising education and outreach activities, sets national communication goals, develops programmes for communication of climate change information and tools for effective outreach, training and capacity building on climate change, pursues partnerships with appropriate information and education agencies of government, NGOs and the Private Sector, to ensure sustained and targeted education and awareness.
- Plays a key role in coordinating Jamaica's representation for international climate change negotiations, analyzing and articulating national positions, leading the process of preparing national positions for multilateral negotiations, including as a Party to the United Nations Framework Convention on Climate Change, its Kyoto Protocol, the IPCC and any new instrument(s) that is ratified in the future.
- Identifies sources of climate finance, establishes relation with donor agencies and funding sources - multilateral, regional, and national.
- Elaborates allocation criteria, contributes to prioritize amongst proposed actions, and monitors and evaluates implementation.
- Elaborates investment guidance.

Human Resource:

- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommends and/or initiates corrective action where necessary to improve performance and/or attaining established personal and/or organizational goals.
- Participates in the recruitment of staff and recommends transfer, promotion, termination and leave in accordance with established human resource policies and procedures.
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching.
- Facilitates welfare and development of staff.
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to goals.
- Contributes to the development, implementation and maintenance the succession planning programme.

Required Knowledge, Skills, and Competencies

Core:

- Excellent analytical skills to evaluate and provide solutions
- Excellent written and oral communication skills
- Excellent negotiating skills
- Excellent influencing skills
- Results oriented
- Excellent decision-making and problem-solving skills

Technical:

- Excellent knowledge of Climate Change strategies and International Agreements
- Excellent knowledge of policy planning, development and analysis
- Demonstrated skills in strategically leading and chairing meetings
- Sound research skills
- Proven ability to work effectively with diverse stakeholders at all levels, including private sector, public sector, civil society, academia and the international donor community
- Experience in standard software applications and in handling web-based management systems

Minimum Required Qualification and Experience

- Master's Degree in Environmental Science, Natural Science, Climate Science/Climatology or a related discipline
- Post graduate training in Policy Analysis would be an asset

- Training in monitoring and evaluation techniques
- Seven (7) years of relevant experience at the national or international level, with significant managerial experience and involvement in design, monitoring and/or evaluation in the areas of climate change adaptation and mitigation

OR

- Bachelor's Degree in Environmental Sciences, Natural Sciences, Climate Science/Climatology or a related discipline
- Post graduate training in policy analysis would be an asset
- Training in monitoring and evaluation techniques
- Ten (10) years of relevant experience at the national or international level, with significant managerial experience and involvement in design, monitoring and/or evaluation in the areas of climate change adaptation and mitigation

2. Urban Planner (SOG/ST 8)

Job Purpose

Reporting to the Community Integration Manager, the incumbent will primarily undertake strategic planning tasks within the Urban Renewal and Development Branch in the delivery of urban renewal and development objectives as outlined by the Ministry. The Urban Planner will provide technical guidance to the Division on urban renewal and development projects and processes. He/she will foster collaboration with stakeholders (public, private and NGOs) on community integration activities as part of the urban renewal and development process. In addition, the incumbent coordinates research activities through the collection, analysis, interpretation and presentation of planning, land use and environmental data. Reviews land use and zoning data requisite for the completion of reports and decision-making process. The Urban Planner will conduct applicable research and analysis on planning policies and programmes while collaborating with internal and external stakeholders to make recommendations for policy submissions. He/she will operate within national planning frameworks so that continuous economic growth and development are inextricably linked to the current development trends.

Key Responsibilities

Management/Administrative:

- Participates in meetings, seminars, local fora, conferences and workshops; and prepares reports, as required;
- Presents research findings and development strategies to internal and external stakeholders;
- Contributes to the development of the Strategic Business and Operational Plans and Budget of the Branch based on Government guidelines;
- Develops Individual Work Plan based on strategic alignment with Operational Plan and strategic direction;
- Prepares Annual/Quarterly/Monthly and Special Reports on projects, as required.

Technical/Professional:

- Conducts research and analysis, makes projections and forecasts of areas/communities that requires development within the parishes in relation to population estimates and economic policy decisions;
- Co-ordinates with external stakeholders such as PIOJ, STATIN, UDC, NHT and Local Authorities to garner and store relevant sector data, and to inform an efficient GIS database on behalf of the Ministry;
- Carries out literature review of secondary data to obtain historical and other data on areas slated for development;
- Conducts field visits, research and land-use surveys, based on established terms of reference;
- Assists with the monitoring of development and urban renewal projects;
- Assists in the development of applicable community integration and development strategies;
- Participates in all aspects of the development planning processes at the local and national levels and determines implications for strategic urban/regional planning by Local Authorities;
- Monitors urban renewal and development projects and programmes undertaken by the Ministry and its Agencies;
- Prepares and makes presentations to stakeholders on urban renewal initiatives;
- Develops and maintains a database for recording relevant data on all urban renewal and development initiatives and projects undertaken by the Ministry and its Agencies;

- Prepares Project Proposals for urban renewal and development initiatives and projects planned by the Ministry;
- Recommends inputs for an overall framework and policy structure to ensure consistency of local planning initiatives amongst Local Planning Authorities;
- Reviews emerging best management practices pertaining to urban renewal and development initiatives and programmes;
- Analyzes compiled data to support research and prepares reports accordingly;
- Analyzes land related dynamics, inclusive of physical infrastructure, to determine the impact of land-use related issues on the preparation of development plans and apply temporal and change detection techniques, where necessary;
- Applies appropriate technique to determine the correlation between land-use and infrastructure requirements and provides projections for future demand;
- Provides technical support in the project planning and implementation of urban renewal initiatives undertaken by the Ministry;
- Assists in Needs Assessments and Community Asset Mapping undertaken in targeted communities;
- Assist in the preparation of Community Profiles to inform urban development initiatives and programmes undertaken by the Ministry;
- Assists in the undertaking of socio-economic surveys in targeted communities to inform policy decisions and interventions;
- Assists in the preparation of Reports, Board Papers, Development Plans, Planning Guidelines and Proposals in the prescribed format;
- Reviews and assesses Development Proposals to ensure conformity with local planning and development standards;
- Represents the Ministry in information gathering and dialogue maintenance role through community/shareholder consultations;
- Establishes working protocols with stakeholder Agencies for obtaining data and/or other information necessary for the completion of assigned tasks;
- Reviews maps and graphs for urban planning and renewal developments.
- Prepares Individual Performance Review documents to guide internal assessments.

Required Knowledge, Skills, and Competencies

Core:

- Strong research, analytical and report writing skills;
- Strong statistical, database and spreadsheet software skills;
- Good oral and written communication skills;
- Customer and quality focus;
- Presentation skills;
- Teamwork and co-operation;
- Negotiating skills;
- Good interpersonal skills;
- Ability to work under pressure;
- Good planning and organizing skills;
- Goal/Result oriented;
- Ability to work on own initiative;
- Ability to establish and maintain cooperative working relationship with all segments of the Ministry, its Agencies and external stakeholders.

Technical:

- Use of technology, relevant computer applications such as Microsoft Office Suite, GIS Applications and Microsoft Projects;
- Broad understanding of urban planning and relocation policies programmes and issues;
- Knowledge of principles, methods and procedures of current technological development/trends in area of expertise;
- Knowledge of laws, guidelines and policies related to planning, zoning and environmental analysis;
- Broad understanding of urban planning and relocation policies programmes and issues;
- Excellent knowledge of urban development strategies;
- Excellent knowledge of National Urban Development initiatives and programmes;
- Knowledge of project management;
- Proficient in the use of GIS Applications.

Minimum Required Qualification and Experience

- Bachelor's Degree in Urban Planning, Development Studies, Spatial Planning, Geography or any other relevant related spatial discipline from an accredited tertiary institution;
- Four (4) years' experience in Urban Planning and Development Practice;

- Training in research methodology.

Special Conditions Associated with The Job:

- Will be required to travel island wide within various volatile communities to conduct research;
- Maybe required to work beyond normal working hours to meet deadlines;
- Ability to travel locally on work related business.

3. Works Policy Officer (GMG/SEG 2)

Job Purpose

Under the general direction of the Director, Works Policy and Infrastructure, the Works Policy Officer is responsible for formulating, reviewing and advising on works policies and liaising with assigned sub-sector operating Agencies to ensure that the plans developed are in keeping with the Ministry's strategic objectives.

Key Responsibilities

Management/Administrative:

- Contributes to the preparation of the Strategic, Operational and Work Plans and the Budget;
- Prepares Annual, Quarterly and Monthly reports and analysis of findings, as required;
- Attends meetings, seminars and workshops on behalf of the Branch;
- Prepares and delivers presentations in relation to portfolio area;

Technical/Professional:

- Conducts research and analysis of relevant documentation on various issues relating to works;
- Monitors the implementation of government policy with regards to works infrastructure;
- Prepares draft policy papers and research reports, as requested;
- Provides administrative and technical inputs to policy development processes, functions, regulatory and otherwise;
- Liaises with relevant individuals and organizations on matters relating to programmes and activities of the Branch;
- Participates in developing proposal for new policies and amendment to existing policies on transport infrastructure;
- Monitors the impact of implemented policies in the works sector;
- Prepares official papers and submissions on works policy;
- Contributes to the preparation of the Branch's Corporate, Operational Plans and Budget.

Human Resource:

- Contributes to a system that fosters a culture of teamwork, employee empowerment and commitment to the Branch and Organization's goals.
- Prepares and conducts presentations on role of Branch at seminars and briefings.

Required Knowledge, Skills, and Competencies

- Background in policy formulation and management;
- Strong background in research - experienced in quantitative and qualitative data gathering and analysis;
- Knowledge of central government's operational procedures;
- Experience in the use of standard computer applications;
- Team-oriented;
- Excellent interpersonal skills;
- Good logical and analytical skills;
- Good oral and written communication skills.

Minimum Required Qualification and Experience

- Bachelor's Degree in Public Sector Management, Public Administration, or a related Social Science discipline;
- Training in policy formulation and management is advantageous;
- Three (3) years' professional experience preferably within the Public Sector.

4. Senior Customer Service Officer (GMG/AM 3)

Job Purpose

Under the direction of the Manager, Customer Service, the Senior Customer Service Officer, is responsible for providing support and assistance in the collection and analysis of data and the preparation of relevant reports for monitoring and evaluation of the Ministry's Customer Service Programme.

Key Responsibilities

Technical/Professional:

- Assists the Manager, Customer Services to collect data, analyze and report on feedback from the Ministry's Mystery Shopper Programme;
- Assists the Manager, Customer Services with the evaluation of the Customer Service Training/Sensitization Sessions (Head Office, Outstations, Departments and Agencies), in collaboration with the Human Resource Development Unit;
- Assists the Manager, Customer Services with evaluation of the quality of products and service offerings of the Ministry, its portfolio agencies and departments;
- Assists with the deployment and collection of internal and external Customer Service surveys to determine customer satisfaction;
- Assists with the analysis of the data;
- Updates the Customer Service Monitoring and Evaluation database with relevant data as new information becomes available;
- Collates reports to support the Manager, Customer Services with preparation of the Customer Service;
- Develops and submits Monitoring and Evaluation and Customer Monitoring reports on a monthly, quarterly, half-yearly and annual basis;
- Provides support to the Manager with the development and execution of relevant customer service research;
- Assists with the set-up and logistics of focus groups meetings, gatherings and other sessions to garner feedback from relevant customers;
- Distributes information and solutions to customers through a variety of modes;
- Receives and evaluates complaints and decide how complaints are to be resolved;
- Maintains the computerized system of recording and processing queries;
- Updates and makes available technical listings and related information;
- Requests files through the Documentation Centre and for processing;
- Prepares and submits Individual Performance Plans for management of individual tasks.

Required Knowledge, Skills, and Competencies

Core:

- Good oral and written communication skills;
- Customer and quality centric;
- Teamwork and co-operation skills;
- Ability to work on own initiative;
- Managing the client interface;
- Methodical;
- Excellent decision-making and problem-solving skills.

Technical:

- Good Data Entry skills;
- Good Report Writing skills;
- Proficiency in relevant software applications;
- Knowledge of GOJ Customer Service Policies and Procedures.

Minimum Required Qualification and Experience

- Associate Degree in Management Studies or Public Administration or related field;
- Two (2) years' experience in supporting data collection and analysis;
- Training in Customer Service Excellence;
- Familiarity in using databases;
- Familiarity with statistical tools is an asset.

OR

- Diploma/Certificate in Management Studies or Public Administration or related field;
- Three (3) years' experience in supporting data collection and analysis;
- Training in Customer Service Excellence;
- Familiarity in using databases;

- Familiarity with statistical tools is an asset.

Applications accompanied by résumés should be submitted **no later than Monday, 29th July, 2024 to:**

Senior Director,
Human Resource Management and Development
Ministry of Economic Growth and Job Creation
7th Floor, The Towers
25 Dominica Drive
Kingston 5

Email: human.resources@megic.gov.im

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