



Office of the Services Commissions

(Central Government)

Ministry of Finance and the Public Service Building

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30th August, 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 **vacant post of Director of Appeals (GMG/SEG 2), Office of the Services Commissions (Central Government)**, salary range \$4,266,270 - \$5,737,658 per annum.

Job Purpose

The incumbent will assist in providing impartial recourse and redress processes in order to promote the principles of transparency, equity, fairness and industrial harmony, as well as to protect the public's interests within the Public Service.

Key Responsibilities

Policy and Strategic Management:

- Assists in the development and implementation of the Annual Operational Plan and Budget for the Unit;
- Assists in the development and evaluation of codes in relation to disciplinary, separation, appointment and training selection matters to ensure optimal operational efficiency and effectiveness in keeping with the needs of the Public Service;
- Prepares and submits reports, position papers, and other documents as required;
- Represents the Public Service Commission at local and international meetings, conferences and other fora as required.

Technical/ Professional:

- Reviews reports and recommends appropriate action in accordance with relevant codes/regulations in relation to routine appointment, training, separation and discipline;
- Provides impartial recourse and redress processes in order to promote the principles of transparency, equity and fairness, as well as to protect the interest of the public. This includes the following sub-functions: -
 - ✓ Investigates complaints and grievances of a more routine nature in relation to disciplinary, training selection, appointments and separation issues;
 - ✓ Processes appeals of a more routine nature in relation to appointment and training selection decisions;
 - ✓ Prepares submissions to the Local Privy Council and the Public Service Commissions;
- Provides advice on the development of programmes to promote good discipline and the prevention and resolution of grievances and complaints within the Public Service. This may require liaison with other Divisions/entities;
- Assists with the design and/or delivery of training courses to assist Human Resource practitioners and employees with the interpretation of the Public Service Regulations, 1961, 2004 Staff Orders for the Public Service, the Executive Agencies Act, 2002 and Regulations, 2018 and other legislations;
- Assists in the designs and/or delivery of training courses/sensitization sessions to assist Human Resource practitioners and employees with the interpretation of the appeals process in respect of the delegated HR functions to Ministries, Departments and Executive Agencies;
- Provides technical advice to the Ministries, Departments and Executive Agencies on the interpretation and administration of the Staff Orders and Public Service Regulations, as well as any other Human Resources matters;
- Acts as resource person on selection panels service wide.

Human Resource Management:

- Provides leadership and guidance to direct report through effective planning, delegation, communication, training, mentoring, coaching and performance assessment;
- Ensures staff is aware of, and adheres to organisational policies and procedures;

- Ensures the effective utilization of staff in the team to maximise productivity and enhance personal development;
- Ensures the welfare and developmental needs of direct report are clearly identified and addressed.

Other:

- Leads/participates in internal and external cross-functional teams to represent the views and interests of the Office as required;
- Performs any other duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Sound knowledge of HRM framework and regulations (e.g. Public Service Regulations, 1961, Staff Orders, Accountability Agreements, Executive Agencies Act and Regulations) and Labour Laws of Jamaica;
- Excellent problem-solving, strategic thinking and analytical skills;
- Excellent negotiating, conflict resolution, mediation and problem solving skills;
- Sound technical knowledge and expertise;
- Sound human resource/people management skills;
- Sound technical knowledge and expertise;
- Excellent oral and written communication skills;
- Sound personal and professional integrity;
- Confidentiality;
- Computer literacy (Microsoft Office suite).

Minimum Required Qualification and Experience

- Undergraduate Degree in Human Resource Management or Public Administration or Management Studies, or any equivalent combination of education and training;
- Four (4) years' experience as a Human Resource or Industrial Relations practitioner, three of which should be at a managerial level in the Public Service.

Special Condition Associated with the Job

- Position requires travelling and occasional overnight stays.

Applications accompanied by résumés should be submitted **no later than Thursday 5th September, 2024 to:**

**Director
Human Resource Management and Development
Office of the Services Commissions (Central Government)
30 National Heroes Circle
Kingston 4**

Email: hrm@osc.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**