



Office of the Services Commissions

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CIRCULAR No. 336 **OSC Ref. C. 4840³³**

4th September, 2024

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill the following **vacant** posts in the **Internal Audit, Corporate Planning and Administration and the Strategic Human Resource Management Divisions, Ministry of Finance and the Public Service (MOFPS)**:

1. **Assistant Commissioner Revenue Appeals (RMG/TA 8) (3 posts)**, salary range \$6,333,301 - \$8,517,586 per annum.
2. **Compliance Monitoring & Quality Management Analyst (GMG/SEG 2)**, salary range \$4,266,270 - \$5,737,658 per annum.
3. **Quality Review and Verification Analyst (GMG/SEG 1) (3 posts)**, salary range \$3,501,526 - \$4,709,163 per annum.
4. **Manager, Maintenance & Property (GMG/SEG 1)**, salary range \$3,501,526 - \$4,709,163 per annum.
5. **Artisan (LMO/TS 4) (2 posts)**, salary range \$1,711,060 – \$2,301,208 per annum.

1. **Assistant Commissioner Revenue Appeals (RMG/TA 8)**

Job Purpose

The Assistant Commissioner Revenue Appeals is an important participant in the outcome of resolving assigned hearings which are conducted when appellants have disputed decisions made by Heads of Revenue Authorities, in relation to revenue liabilities. In so doing, he or she respects the rule of law and applicable regulations while demonstrating integrity, cordiality and confidence. The incumbent maintains independence while managing assigned cases from the beginning to completion, which incorporates administering all aspects of the appeals settlement process. The Appeal Officer ensures the efficient and effective evaluation of facts, evidence and applicable law in quasi-judiciary proceedings and is responsible for presenting a draft of recommended decisions, for approval by the Commissioner or Deputy Commissioner. He or she fulfils assigned responsibilities while ensuring that deliverables are realized based on the tenets of the Centre of Excellence of the MOFPS. The Assistant Commissioner Revenue Appeals delivers his or her responsibilities by ensuring that the appropriate output is realized while respecting the rule of law, due diligence and commitment with the appropriate levels of accountability, responsibility and productivity.

Key Responsibilities

Technical/Professional:

- Manages all aspects of cases from assignment to completion, with the aid of the case management system. Resolve Revenue Appeal cases by:
 - Planning and schedule activities independently;
 - Liaising with the pertinent parties regarding hearing procedures, evidence requirements, and other regulatory issues;
 - Arranging and facilitate all hearings; and
 - Following up on requests for evidence. In those cases where deadlines have passed, grant extensions when and where appropriate.
- Maintains case records and related documents pertaining to all activities carried out in resolving cases;
- Prepare progress reports on assigned cases, with the aid of the case management system;
- Serves as a resource for the Director Appeal and the Commissioner by providing the following:
 - A full range of Tax Law interpretations and Case Law precedents;
 - An assessment of Audit techniques/applications of relevant International Practices such as:
 - International Financial Reporting Standards (IFRS);

- International Accounting Standards (IAS);
- International Standards of Auditing (ISA);
- World Customs Organization (WCO); and
- World Trade Organization (WTO) policies.
- Provides technical expertise involving the administration and application of the various revenue types;
- Administers the Appeal settlement process as follows:
 - Preparing and documenting pre-hearing analyses and all preparatory case work.
 - Assisting in conducting hearings, summoning witnesses, as necessary, and marshalling evidence from all parties concerned.
 - Reconciling any factual differences or reconstructing missing facts, using appropriate interviewing / investigating techniques for validation.
 - Performing and documenting technical reviews and analyses of case evidence, adhering to the appropriate legal and regulatory framework.
 - Compile comprehensive internal case reports on hearing proceedings which include the following:
 - Facts which support the assessment/valuation/dispute;
 - Analyses and findings supportive of conclusions drawn; and
 - The recommended outcome of the Appeal/Dispute is in accordance with the Law.
 - Writing superior Notices of Decisions and outline Legislative provisions with an evaluation of the evidence considered;
- Provides advice to the relevant Revenue Authorities with respect to revenue leakage which occurs as a result of procedural and technical weaknesses or Legislative exploitation which is evident due to the facts of the case;
- Consults with Legal Counsel with respect to Legal interpretations, Case Law precedents and related Natural Justice issues;
- Testifies in Court as a technical expert when required;
- Conducts appropriate research on any controversial issues. Consults with the Director Legal, Risk and Compliance or the Legal Counsel;
- Provide consultation and technical advice in areas of research for assigned cases, while contributing to the development of a research database;
- Conducts Workshops for professional and technical knowledge-sharing and staff development;
- Collaborates with fellow Appeal Officers to foster teamwork, shared experiences and knowledge, which will contribute to superior efficiency in case resolution;
- Performs any other related duties which are assigned by the Manager and or the Director Appeal.

Customer Service:

- Implements agreed customer service principles, standards and deliverables, as required;
- Reviews and reports on customer evaluations as part of all processes.

Required Knowledge, Skills and Competencies

Core

- Excellent analytical, problem solving and time management skills.
- Objectivity and ability to evaluate evidence impartially, based on the facts presented and applicable law.
- Strong skills in conflict resolution as well as mediation and dispute resolution. Ability to encourage and convince others to accept solution-oriented ideas.
- Strong interpersonal, oral and written communication and research skills.
- Possess high ethical conduct, confirmed integrity and is open to change.
- Competent in relevant computer hardware/systems and relevant applications.
- Ability to manage various ongoing activities simultaneously and efficiently.
- Willing to work co-operatively and collaboratively with stakeholders, and able to establish and maintain good working relationships.

Knowledge

- Expert knowledge of Revenue Administration, including Revenue Laws and related precedents.
- A comprehensive knowledge of relevant, International Principles governing Accounting, Auditing, Commerce, Customs, Trade and Law.
- A working knowledge of the following:
 - Judicial procedures and the Rules of Evidence;
 - International Taxation treatments with special emphasis on Double Taxation Agreements; and

- Related, investigative policies, methods and objectives.

Minimum Required Qualification and Experience

- A Bachelor of Science Degree from a recognized Tertiary Institution, preferably in Management Studies OR Accounting OR a LLB Degree or equivalent. AND
- A Post Graduate Degree in Accounting OR Business Administration OR Revenue Administration OR ACCA Level III, or equivalent. AND
- Five (5) years, specialized experience, in Revenue Audits or Customs Valuation, within a Revenue Department. AND
- Experience in adjudicating on Tax matters would be a distinct asset

Special Conditions Associated with The Job

- This is a typical office environment, with no adverse working conditions however, travelling is an integral part of this position, which can be 30% to 40% of the time, to sites distributed island wide;
- There can be stress due to the demands of Stakeholders;
- Extended working hours are expected to complete deadline-driven workloads.

2. Compliance Monitoring & Quality Management Analyst (GMG/SEG 2)

Job Purpose

Under the general direction of the Director Compliance and Quality Management, the Compliance Monitoring and Quality Management Analyst is responsible for reviewing and analyzing control systems to prevent or deal with violations of legal guidelines and internal policies and procedures. Additionally, the incumbent has the responsibility to monitor and evaluate the efficiency of controls and recommend continuous improvement so as to enable the Ministry to achieve its strategic objectives.

Key Responsibilities

Management/Administrative:

- Participates in the development of the corporate, operational and individual Work Plan, and annual budget to reflect the Branch's strategic priority areas;
- Ensures that there are sufficient and appropriate physical resources to undertake the operations efficiently and effectively;
- Maintains effective working relations with external and internal stakeholders and customers.

Technical/Professional:

- Undertakes root cause analysis on issues identified through monitoring;
- Ensures that mediation and broader procedural changes that are proposed are implemented;
- Develops and implements compliance and quality management framework and strategies;
- Works with all Divisions, Branches and Units within the Ministry to ensure that the Ministry implements and maintains appropriate privacy and consent mechanisms, information notices and other materials reflecting the Ministry's stance on data protection;
- Undertakes a comprehensive review of the Ministry's data and projects, ensuring that they are consistent with the data protection policy and Data Protection Laws;
- Evaluates existing policies and procedures to coordinate internal practices and to ensure compliance with regulations to include data protection standards and good practice;
- Reviews the Ministry's internal control mechanisms to ensure that they measure and manage the risks it faces;
- Establishes a Compliance Monitoring plan that captures activities surrounding data privacy and data protection;
- Resolves compliance issues as they arise and advise management on rules and controls;
- Provide advice and guidance to line managers on the implementation of action plans to address identified gaps;
- Promote compliance with stipulated procedures, policies and legislation;
- Collaborates with Risk, Internal Audit, Legal and other key stakeholders to monitor, implement and analyze compliance programmes;
- Engages in the timely collection of data, analysis and reporting on key performance measures;
- Evaluates the effectiveness of existing metrics and improve on same or design new metrics to identify trends, patterns, or potential areas of concern;

- Conducts interpretive risk-based compliance monitoring reviews to determine compliance with regulatory requirements;
- Participates in the implementation and ongoing compliance monitoring of all third-party and business associate agreements, to ensure all privacy concerns, requirements and responsibilities are being adhered to;
- Shares current information of policies, procedures and legislation that the Ministry staff should be aware so as to minimize risk exposure;
- Tracks findings and recommendations from audits and reports on the status of implementation;
- Collaborates with senior managers in the review and understanding of corporate governance guidelines;
- Keeps abreast of amendments to policies, procedures and legislation
- Monitors and evaluates Ministry's efforts at corrective actions to ensure that findings and recommendations (weaknesses and or deficiencies) are effectively dealt with;
- Prepares reports and presentations on findings and analysis;
- Collaborates with other Branch heads in resolving compliance issues as they arise;
- Any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core

- Good leadership skills.
- Excellent planning and organization skills.
- Logical problem solving and analytical skills.
- Excellent written and oral communication skills.
- Ability to exercise initiative and sound judgment.
- Attention to detail
- Exercises high integrity and ethical standards.
- Excellent interpersonal skills.
- Innovative and creative
- Possesses excellent people management skills.
- Team player.

Technical

- Expert knowledge of the principles and practices of quality management and compliance
- Expert knowledge of auditing techniques and practices
- Good knowledge of Risk Management techniques and strategies
- Sound knowledge and understanding of GOJ policies and programmes and the machinery of Government
- Working knowledge of process improvement methodology
- Sound knowledge of applicable laws, policies, regulation and procedures
- Excellent critical reasoning, quantitative and qualitative analysis skills
- Strong environmental scanning, analysis and interpretive skills
- Strong negotiating and persuasive presentation skills
- Proficiency in the use of the relevant computer applications

Minimum Required Qualification and Experience

- Bachelors' degree in Management, Finance, Business Administration, Public Administration or equivalent qualification from recognised tertiary institution
- Access to legal training would be an asset
- Three (3) years related work experience

Special Conditions Associated with the Job

- Pressured working conditions with numerous critical deadlines.
- May be required to work abnormal working hours

3. Quality Review and Verification Analyst (GMG/SEG 1)

Job Purpose

Under the general direction of the Director Compliance and Quality Management, the Quality Review and Verification Analyst is responsible for reviewing/ verifying decisions relating to procedures, policies and claims, utilizing their knowledge of policies, acts and legislation to help minimize the risk exposure of the Ministry.

Key Responsibilities

Management/Administration:

- Participates in the development of the corporate, operational and individual work plan, and annual budget to reflect the Branch's strategic priority areas;
- Ensures that there are sufficient and appropriate physical resources to undertake the operations efficiently and effectively;
- Maintains effective working relations with external and internal stakeholders and customers.

Technical/Professional:

- Reviews and verifies compensation claims against relevant legislation;
- Review decisions relating to claims against policies, procedures and legislation;
- Adheres to/observes conditions laid out in the privacy policy and the Data Protection Act in the review and verification of personal data;
- Develops and implements review processes and compliance structures;
- Evaluates existing policies and procedures to coordinate internal practices and to ensure compliance with regulations;
- Participates in reviews of the Ministry's internal control mechanisms to ensure that they measure and manages the risks it faces;
- Issues official notices in line with relevant policies, procedures and legislation;
- Provide advice and guidance to line managers on the implementation of action plans to address identified gaps;
- Promotes compliance with stipulated procedures, policies and legislation;
- Prepares decision letters;
- Interprets and applies policies and legislation in the processing of transactions;
- Conducts pension indebtedness checks;
- Keeps abreast of amendment to policies, procedures and legislation;
- Prepares reports;
- Collaborates with other Branch heads in resolving compliance issues as part of the advancement of quality standards;

Required Knowledge, Skills and Competencies

Core

- Good leadership skills.
- Excellent planning and organization skills.
- Excellent logical problem solving and analytical skills.
- Excellent written and oral communication skills.
- Exercises initiative and sound judgment.
- Attention to detail
- Exercise high integrity and ethical standards.
- Excellent interpersonal skills.
- Innovative and creative
- Teamwork - Be a team player.

Technical

- Good knowledge of in the principles and practices of quality management and compliance
- Expert knowledge of auditing techniques and practices
- Good knowledge of Risk Management techniques and strategies
- Sound knowledge and understanding of GOJ policies and programmes and the machinery of government
- Working knowledge of process improvement methodology
- Sound knowledge of applicable laws, policies, regulation and procedures
- Strong environmental scanning, analysis and interpretive skills
- Proficiency in the use of the relevant computer applications

Minimum Required Qualification and Experience

- Pressured working conditions with numerous critical deadlines.
- May be required to work abnormal working hours
- Exposure to dust and other health hazards from handling of old and dusty files.

4. Manager, Maintenance & Property (GMG/SEG 1)

Job Purpose

Under the general direction of the Director, Property & Security Management, the Manager, Maintenance and Property is responsible for improving and maintaining the physical infrastructure of the Ministry, ensuring that the work environment is enabling and safe.

Key Responsibilities

Technical/Professional,

- Develops drafts of spatial design floor plans;
- Implements and ensures effective maintenance programmes for each building;
- Plans and monitors preventative maintenance programmes and ensures work is carried out according to plans and specifications;
- Prepares and institutes charts and reports to ensure control and scheduling of maintenance programmes;
- Ensures that offices and office requirement and fixtures (partitions, electrical outlets, air-condition units etc.) are provided and adequately maintained;
- Undertakes the daily inspection of all properties and maintenance of common areas to ensure buildings are in good condition;
- Assigns jobs and ensures activities are carried out according to prescribed procedures;
- Assists in the procurement, installation, refurbishing and inspection of equipment;
- Visits business places where equipment has been installed to determine suitability before acquisition of major items;
- Monitors actual costs against budget and explains variances;
- Exercises control over tools and equipment used by the department and the procurement of parts and materials;

Management/Administrative:

- Plans, organises and directs the work of the section, including the development of the section's component of the corporate and operational plans and budgets, and monitoring the section's achievement against them;
- Seeks feedback from key internal and external stakeholders, as above, with regard to their satisfaction with the level of service provided by the section, responding appropriately;
- Develops and manages the performance of the section with particular emphasis on transferring skills, motivating staff, setting performance targets, monitoring performance, providing feedback to staff, and arranging for training;
- Ensures that environmental scanning is conducted;
- Ensures that the section's staff has sufficient and appropriate physical resources to ensure efficient and effective performance of assigned duties;
- Maintains effective working relationships with external and internal stakeholders to ensure that the Section provides a consistently high level of service to them.

Human Resources

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline;
- Evaluates and monitors the performance of staff in the Section and implements appropriate strategies;
- Coordinates the development of individual Work Plans and recommends performance targets for the staff assigned;
- Participates in the recruitment and training of staff of the Section;
- Recommends training, promotion and approves leave in accordance with established Human Resource Policies and Procedures;
- Identifies skills/competencies gaps and contributes to the development and succession planning for the Division to ensure adequate staff capacity;
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff annual performance appraisals and other periodic reviews;
- Ensures the wellbeing of staff supervised;
- Effect disciplinary measures in keeping with established guidelines/practices.

Required Knowledge, Skills and Competencies

- Excellent team management skills
- Excellent interpersonal and communication skills
- Strong analytical and problem solving skills
- Strong negotiation skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Minimum Required Qualification and Experience

- First Degree in Property Management/ Building maintenance/Estate Management
- Three (3) years' experience in an administrative capacity
- Training in Supervisory/Office management
- Training in Procurement

Special Conditions Associated with the Job

- Training in Supervisory/Office management
- Training in Procurement

5. Artisan (LMO/TS 4)

Job Purpose

Under the general direction of the Senior, Maintenance Officer, the Artisan is responsible for assisting with the maintenance and repair services at the Ministry to reduce the occurrence of workplace accidents and lengthen the lifespan of property and equipment.

Key Responsibilities

To perform basic maintenance & repair works to electrical and plumbing fixtures, and office furniture:

- Checks electrical & plumbing daily to ensure proper working condition.
- Reports defects to Senior Maintenance Officer and advise of materials needed to effect repairs.
- Effects minor repairs to furniture, doors, windows, plumbing and electrical fixtures
- Replaces defective light bulbs, accessories and plumbing fixtures
- Clears clogged drains, toilets etc
- Operates electric drain cleaner and water suction pump as the need arises
- Locks away equipment after each task or workday

To perform duties related to the access of building

- Retrieves keys and open and close Block G at stipulated times for staff access & security after hours
- Returns key intact to Key Point after each use
- Opens building for overtime staff and in emergency situations.
- Turns on/off air conditioning units on the Block G at stipulated time each day.

To carry out duties related to office services and disaster preparedness

- Operates as one of the first response officers in case of emergency such as flooding (man-made or natural); fire etc
- Assists in the preparation and response of the Ministry for and during the annual hurricane season
- Assists the grounds staff whenever there is a specific need
- Assists with the relocation of furniture and equipment from time to time

Required Knowledge, Skills and Competencies

- Possesses a positive job attitude
- Compliant with policies and procedures

- Delivers output of a consistently high quality
- Possesses good interpersonal skills
- Demonstrates proper official conduct
- Basic knowledge of the Division's operations
- Working knowledge of office maintenance work
- Knowledge of internal regulations and procedures.

Minimum Required Qualification and Experience

- Grade nine (9) standard education
- Vocational Training Certificate in Multi-skilled Carpentry/Basic Electrical/Plumbing Installation.
- One (1) year related work experience

Special Conditions Associated with the Job

- Physical activity (bending, lifting heavy objects)
- Dusty environment
- Smelly and messy conditions
- Operating equipment

Applications accompanied by Résumés should be submitted **no later than Tuesday, 17th September, 2024 to:**

Senior Director, Human Resource Management and Development
Ministry of Finance and the Public Service
30 National Heroes Circle
Kingston 4

Email: hrapplications@mof.gov.jm

Please note that only shortlisted applicants will be contacted.

Please ensure that a copy of this circular is placed at a strategic position on the Notice Board of the Ministry/Department/Agency and brought to the attention of all eligible officers.



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