



## Office of the Services Commissions

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### **CIRCULAR No. 425** **OSC Ref. C.5852<sup>6</sup>**

**28<sup>th</sup> October, 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 **Office of the Governor-General and Staff, Kings House:**

1. **Events Manager (GMG/SEG 2)**, salary range \$4,266,270 - \$5,737,658 per annum.
2. **Household Manager (GMG/SEG 1)**, salary range \$3,501,526 – \$4,709,163 per annum.
3. **Accounting Technician 3 /Checking Officer (FMG/AT 3)**, salary range \$2,190,302 - \$2,945,712 per annum.
4. **Housekeeping Supervisor (GMG/AM 2)**, salary range \$1,711,060 – \$2,301,186 per annum.
5. **Hospitality Assistant (LMO/TS 4)**, salary range \$29,810 - \$40,092. per week.

#### **1. Events Manager (GMG/SEG 2).**

##### **Job Purpose**

Under the supervision of the Deputy Governor-General's Secretary (Private), the Events Manager is responsible for managing the overall planning, coordination and successful conclusion of events related to The Governor-General's constitutional, legislative, ceremonial and social duties. These include, but are not limited to, Royal and State Visits, Diplomatic dinners and luncheons, meetings, Courtesy Calls, and tours associated with Their Excellencies' activities and social happenings.

He or she oversees all aspects of preparing and delivering these events. This includes adhering to agreed prices and/or budgets, upholding applicable quality, standards and norms while maintaining control and supervision of the participating team members.

The incumbent has the responsibility for ensuring compliance with sanitation, hygiene, health, food and safety concerns, other related policies and procedures as well as the organizational Vision and Mission statements of the Office of His Excellency The Governor-General and Staff. The Events Manager collaborates closely with the Aide-de-Camp, Household Manager, Property Administrator, Landscaping/Grounds Manager and other participants to ensure the smooth completion of events regardless of the size and/or complexity of the occasion.

The Events Manager works closely and interacts with other supervisors of the Private Establishment, as well as the Press Secretary, bringing all parties concerned to produce a successful event. This significant role requires a high level of management, organizational skills and energy, as well as knowledge of protocol, etiquette, event planning and customer service. The incumbent supports the Deputy Governor-General's Secretary (Private) to ensure the timely output and co-ordination of activities to deliver the services which are representative of the Office.

##### **Key Responsibilities**

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

- Develops and implements an effective and comprehensive Operational Plan and Budget;
- Monitors Their Excellencies weekly, monthly and annual diaries to be kept abreast of events that will require food and/or beverage service;
- Liaises with the Aide-de-Camp and DGGs(P) to ensure optimal response time and preparedness for events;
- Manages all aspects of the various events which take place at the Office of The Governor-General;
- Supervises the staff members who form part of the respective teams which are created to ensure the prescribed courtesies, customer service standards, and protocols are

observed, and the required procedures for tasks are executed in keeping with established standards.

**Technical/Professional:**

- Manages the many and diverse tasks required to plan, prepare and deliver all official breakfasts, luncheons, dinners, banquets, cocktail parties, receptions and other events at King's House on the appropriate day, and within the agreed budget and timelines. These activities include the following:
  - ✓ Planning meetings involving key players;
  - ✓ Ensuring that proper Government of Jamaica (GOJ) procurement guidelines are followed in selecting contracts for services such as electricians, decorators, florists, caterers and hireage companies (chairs, tables, cutlery, crockery, tents, etc.);
  - ✓ Meeting with and selecting caterers for food and bar service;
  - ✓ Purchasing food and miscellaneous items for events which will ensure the smooth running of the Private Establishment;
  - ✓ Organizing and ensuring that all related activities are cohesively aligned on the day of the event;
  - ✓ Reviewing all menus for official and private events and securing required approvals recommending changes as needed.
- Plans and selects team members for events based on requirements and standard practices;
- Participates in or chairs pre and post-planning meetings;
- Records and informs participants of decisions made and steps to be taken. Maintains file notes for reference;
- Liaises with providers, plans, obtains cost and manages details in order to adhere to agreed prices and budgets while maintaining applicable quality and standards;
- Secures quotations for goods and service as required;
- Orders and obtains supplies, establishes quality control, and manages the event participants, while adhering to GOJ procurement policies and procedures;
- Ensures compliance with sanitation, hygiene, health & safety regulations, organizational and quality requirements, as well as King's House's policies and procedures;
- Liaises with external event organizers and makes available the following:
  - ✓ Completed relevant event detail form;
  - ✓ Pertinent protocol documents;
  - ✓ Recommended appropriate options for entertainment;
  - ✓ Guidance on established norms and standards for events held at King's House;
  - ✓ Supervisory oversight for the Chefs in relation to food and beverage requirements for official events.
- Identifies and recommends appropriate décor;
- Meets with and offers guidance to approved decorators to ensure that the décor is suitable and in keeping with established standards;
- Determines staffing needs for events and co-ordinates with the relevant supervisors and managers to ensure adequate staff to support the event's pre-planning, set-up and break-down activities.,
- Prepares overtime requests and claims and secures prior approvals, when required;
- Prepares a schedule of activities and ensures that each participant knows his or her role; creates the set-up and break-down teams;
- Provides leadership and direction to ensure effective implementation, while monitoring all activities to assure completion within the approved timeframe;
- Ensures that the necessary arrangements for medical or first-aid stations are available as required, and that all health and safety protocols are observed;
- Packages and wraps gifts which are to be presented on behalf of their Excellencies on occasions such as Royal and State Visits, and Courtesy Calls;
- Prepares requisitions for planned purchases and submits related invoices for approval;
- Follows-up to ensure that the procurement process is complete and suppliers have been paid;
- Briefs suppliers of goods and services on all aspects of the arrangements for the event; monitors to ensure that the required quality and service standards are maintained;
- Meets with the Aide-de-Camp, event organizers and event participants to ensure that everyone is briefed on the relevant arrangements and protocol required for the event;
- Liaises with the Aide-de-Camp to discuss the guest list, programme, timing, seating plan and venue lay-out for all events. Provides support to the Aide-de-Camp to ensure that the items on the programme are carried out in keeping with the set time;
- Co-ordinates with the appropriate persons for setting up displays, public address and audio visual systems before the event to ensure that all is ready;
- Conducts post-event/de-brief meetings. Prepares and submits post-event evaluation reports to the DGGs (Private) within the required timeframe;
- Recommends any corrective actions as required and ensures agreed actions are implemented for the future;
- Performs any other duties that may be assigned from time to time.

### **Other Responsibilities**

- Provides event coordination support for events related to The Governor-General's Programme for Excellence (GGPE);
- Provides support for events related to Jamaica's Independence, the National Honours and Awards and other Ceremonies which are hosted by Government of Jamaica Ministries, Agencies and Departments in which The Governor-General is involved.

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

- High-level Event Planning Management and Execution and Budgeting
- Computer literate in Microsoft Office applications.
- Loyal, composed, trustworthy and demonstrates impeccable integrity.
- Able to lead, manage, organize, set priorities, multi-task and meet deadlines.
- A problem-solving and results-driven individual with an eye for details.
- Able to apply good judgement, negotiate, exercise initiative and cope well under pressure.
- Communicate effectively in both oral and written form with people at all levels.
- Confidential and professional as required in personal conduct and execution of duties.

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

- An Undergraduate Degree in Public Sector Management OR Management Studies OR Hospitality Management from a recognized tertiary institution or its equivalent; AND
- At least five (5) years of proven, related experience.
- Training in protocol, budgeting and etiquette is required.

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

- The Events Manager is expected to lead by example and take a non-traditional approach to working hours. This means that he or she can generally work twelve-hour days which includes nights, weekends and public holidays.
- The incumbent will have to work through unexpected events and any emergencies. He or she may, on occasions, have to fill in for absent employees on short notice.
- The incumbent could experience the pressures of simultaneously co-ordinating a wide range of activities.
- Being an Events Manager can be stressful. It requires solving problems that arise during an actual event, spending long hours on one's feet and often having to lift heavy objects, such as tables, chairs and other items.
- Travelling is required.

## **2. Household Manager (GMG/SEG 1)**

### **Job Purpose**

Under the supervision of the Deputy Governor-General's Secretary (Private), the Household Manager is responsible for the food, beverage and housekeeping activities of the Official Residence of The Governor-General. The incumbent provides critical support for Royal and State Visits and other official events hosted by Their Excellencies.

This role requires sound knowledge of (1) the management of a pantry; (2) foods, appropriate combinations, food & beverage preparation; (3) food & beverage service; (4) luxury items, antiques and their care; (5) household items and their care; (6) fabric and garments and their care; (7) protocol, and (8) customer service.

The incumbent organizes, trains and directs assigned Staff to ensure effective operations, so that the highest level and quality of service is accorded to Their Excellencies and guests. The job purpose is achieved by embracing, demonstrating and contributing to the Vision of the Office of The Governor-General and Staff: "A culture of excellence through people performance and partnerships".

### **Key Responsibilities**

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

- Monitors Their Excellencies weekly, monthly and annual diaries to be kept abreast of events that will require food and/or beverage service;
- Liaises with the Aide-de-Camp and Events Manager to ensure optimal response time and preparedness for events;

- Develops, implements and conducts ongoing review of the Standard Operating Procedures Manual for the Residence;
- Provides leadership and supervisory oversight for assigned Staff to ensure the prescribed courtesies, customer service standards and protocols are observed, and the required procedures for tasks are executed in keeping with established standards;
- Reviews all menus for official and private events and secures required approvals. Recommends changes as needed;
- Receives guests of Their Excellencies to the Residence. Ensures the required support is in place to assure their comfort and well-being;
- Defines and implements work schedules for all assigned Staff;
- Conducts scheduled and unscheduled quality checks for assigned tasks in all areas of the Residence;
- Reports all damages to items in the Residence in keeping with established procedures; Implements corrective actions as required;
- Contributes to the Private Establishment's One-year Operational Plan and Budget;
- Prepares and submits weekly reports on Household operations in keeping with established timelines;
- Performs other related functions as required.

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

#### **Food & Beverage**

- Reviews menus for events at King's House and recommends changes as needed;
- Defines and implements standards for food preparation and food service in the Residence;
- Manages the pantry in the Residence and ensures that appropriate stocking and rotation procedures are adhered to, in keeping with required standards;
- Assesses and provides direct guidance to Chefs to assure balanced meals and quality of output is in keeping with the required standards;
- Supervises food & beverage preparation and service in the Residence;
- Ensures meal service is delivered on time and consistently meets established quality standards;
- Assumes responsibility for food & beverage preparation and service for all private events hosted by Their Excellencies;
- Provides supervisory oversight for the Chefs in relation to food and beverage requirements for official events.

#### **Housekeeping**

- Establishes and maintains inventory of flatware, glassware, cooking utensils, linens, food and beverage, and cleaning supplies for housekeeping operations;
- Defines, implements, and conducts ongoing reviews of standards for housekeeping in all areas of the Residence. Defines and implements cleaning schedules (i.e. frequency of deep-cleaning activities for the various areas for inclusion in the Standard Operating Procedures);
- Supervises assigned Staff in housekeeping and laundry services, and ensures tasks are completed consistently and meets established quality standards;
- Co-ordinates, as necessary with the House Manager for the timely completion of laundry services for linens and other items from the Residence;
- Co-ordinates, with the Property Administrator for periodic maintenance of all tools and equipment in the Residence in keeping with established maintenance schedules;
- Maintains service records;
- In consultation with Their Excellencies and the DGGS (P), identifies and prioritizes needs for the range of items required in the Residence;
- Secures pro-forma invoices as required and prepares relevant requests for procurement.

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

- Assesses training needs and recommends training interventions for assigned Staff in keeping with operational objectives;
- Provides on-going coaching for Staff and conducts training sessions as required to meet identified needs;
- Carries out performance evaluation processes for assigned Staff;
- Participates in interviews and selection of Staff for the Residence;
- Conducts job-specific orientation for new Staff;
- Establishes regular meeting schedules with Staff to motivate, impart information, and addresses concerns;
- Performs any other related duties assigned from time to time.

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

- Computer literate in Microsoft Office applications.
- Loyal, composed and trustworthy and demonstrates impeccable integrity.
- Able to lead, manage, organize, set priorities, multi-task and meet deadlines.
- Able to anticipate customer needs, change goals and direction quickly.
- A problem-solving and results-driven individual with an eye for details.
- Able to apply good judgment, negotiate, exercise initiative and cope well under pressure.
- Able to communicate effectively in both oral and written form with persons at all levels.
- Confidential and professional in personal conduct and in the execution of duties.

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

- An Undergraduate Degree in Hospitality Management or related discipline from a recognized tertiary institution or its equivalent.
- At least four (4) years progressive experience managing food service and/or housekeeping operations within the hotel industry or related field.
- Supervisory training and experience.
- Valid Food Handler's Permit.

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

- The Household Manager is expected to lead by example and take a non-traditional approach to working hours. This means that she may be required to work a flexible schedule which will include at times long hours, work on weekends and Public Holidays;
- This position demands good physical and mental health;
- It requires solving problems that arise, spending long hours on one's feet and often having to lift objects, such as tables, chairs and other items;
- Travelling is required.

## **3. Accounting Technician 3/Checking Officer (FMG/AT 3)**

### **Job Purpose**

Under the supervision of the Director, Finance & Accounting, the Accounting Technician III is responsible for the efficient and effective administration of the financial and accounting practices of the Unit. He or she performs Management and Financial Accounting functions within the requirements, regulations and instructions of the Financial Administration and Audit Act (FAA), the Government of Jamaica (GOJ) Accounting Policies and Procedures, the Government of Jamaica Staff Orders, the King's House Standing Orders and other agreed financial policies and practices.

The incumbent produces all the monthly financial statements and reports for the Office, as well as the monthly statutory declarations to be delivered to the Tax Administration of Jamaica. He or she certifies all transactions which are input using the Government Financial Management System. This must be done prior to the approval process by the Director of Finance and Accounting.

The Accounting Technician III demonstrates a professional image through in-person and telephone interaction, thereby upholding the expected high standards of service delivery, which is considered vital and deserving to stakeholders, staff and visitors to the Unit.

### **Key Responsibilities**

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

- Monitors monthly expenditure, ensuring that it is in keeping with budgetary allocations and agreed priorities;
- Analyzes expenditure patterns against the budget for projects; highlights and reports on any deviation for corrective action to be taken;
- Assists with preparing the report for the Annual Appropriation Accounts;
- Collaborates with other Ministries, Agencies and Departments to share information which contributes to the effective completion of responsibilities;
- Establishes and maintains working relationships with the Office's Bankers and Associated Agencies.

#### ***Financial Accounting:***

- Prepares and submits all financial statements and other reports as required, ensuring accuracy and timeliness with respect to the data and deliverables;

- Ensures that policies and procedures are followed with respect to the Unit's operations in order to abide by internal control requirements;
- Maintains and updates the ledgers and journals on a monthly basis;
- Signs specified Bank Accounts on behalf of the Office;
- Ensures that all accounting records within the Unit are maintained in accordance with established policies and procedures.;
- Contributes to the preparation of the annual Budget, Corporate/Strategic Plan and Operational Plan.

***Management Accounting:***

- Generates monthly financial statements (Statutory and General Administration) for submission to the Ministry of Finance and the Public Service (MOF&PS including:
  - ✓ Statement of Receipts and Payments
  - ✓ Main Ledger Trial Balance
  - ✓ Bank Reconciliations and outstanding cheque listing
  - ✓ Statement of Expenditure by Activity and or Project
  - ✓ Statement of Expenditure by Objects
- Verifies encashed cheques against Bank statements and other records; informs the Bank of any missing cheques and/or other discrepancies;
- Verifies Bank Statements against the Cash Book and prepares Journal Vouchers for input using the GFMS software for any items on the Bank Statement, such as Bank charges, which do not appear in the Cash Book;
- Liaises with the Banks to ensure that statements are received on a timely basis.

***Other***

- Assists in developing the Unit's Annual Work Plan; monitors its progress and participates in evaluating its performance;
- Recommends and/or suggests training and development opportunities;
- Participates in the review and/or development of operational systems and procedures as well as developing the Unit's Operational Manual;
- Performs any other duty, in keeping with job functions that may be assigned from time to time.

**Required Knowledge, Skills and Competencies**

- Able to organize, set priorities and meet deadlines.
- Excellent investigative, analytical and problem-solving skills.
- Able to apply good judgement, exercise initiative and cope well under pressure.
- Communicates effectively in both oral and written forms.
- Confidential; integrity and professionalism are noted in personal conduct and execution of duties.
- Knowledge of Methods, practices, documents and terminology used in accounting and record keeping.
- Knowledge of Standard office practices and procedures, GOJ policies, procedures and practices governing related financial transactions, King's House Standing Orders.
- Knowledge of relevant computer software and spreadsheet applications.

**Minimum Required Qualification and Experience**

- AAT Level 3; **or**
- ACCA – CAT Level C/Level 3; **or**
- ACCA Level 1; **or**
- NVQJ Level 3, Accounting; **or**
- Diploma in Accounting from an accredited University or Community College; **or**
- ASc. Degree in Business Studies/Business Administration from an accredited tertiary Institution; **or**
- ASc. Degree in Accounting from MIND; **or**
- Diploma in Government Accounting, MIND, Government Accounting Level 1, 2, & 3; **or**
- BSc. Degree in Accounting or Management Studies with Accounting; **or**
- BBA Degree; **or**
- Successful completion of 3 years of any of the Bachelor's Degree programmes mentioned above.

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

- This is a typical office environment, with no adverse working conditions; however, there can be high pressure especially during the reporting and audit cycles;
- Responsibilities sometimes require working evenings, sometimes with little advance notice.

### **4. Housekeeping Supervisor (GMG/AM 2)**

#### **Job Purpose**

Under the supervision of the Events Manager, the Housekeeping Supervisor, is responsible for the smooth and seamless provision of all food and beverage requirements of the areas designated as 'the House', in accordance with the requirements for planned and unplanned, formal and private events. The incumbent supports the Events Manager in the delivery of those services which are of the appropriate quality and standard with timely responsiveness and follow-through. The incumbent also provides information related to planning and procurement needs as well as record keeping. The incumbent supervises housekeeping activities for the Main Building and related facilities across the King's House property. The Housekeeping Supervisor achieves the above by adhering to "A culture of excellence through people performance and partnerships."

#### **Key Responsibilities**

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

- Monitors Their Excellencies weekly, monthly and annual diaries in order to be kept abreast of, and ensure optimal response time and preparedness of areas and support services required for events;
- Provides leadership and supervisory oversight for assigned Staff to ensure that the prescribed courtesies, customer service standards and protocol are observed, and the required procedures for tasks are executed in keeping with established standards;
- Conducts scheduled and unscheduled quality checks for all assigned tasks in areas under portfolio responsibility;
- Reports all damages to items in keeping with established procedures. Implements corrective actions as required;
- Monitors and maintains Authorized Access requirements for established sterile areas (i.e. Staff Kitchen, Main Kitchen, Pantry and Main Laundry Room);
- Prepares and submits weekly report on Housekeeping operations in keeping with established timelines;
- Maintains First Aid kits held in assigned areas.

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

- Ensures the smooth preparation and deliverables required for events which take place in all the areas of the House downstairs;
- Supervises the detailed cleaning and upkeep of the main entrance to King's House (Porte Cochère and Foyer), the State Ball Room, the Formal Dining Room, the Formal Drawing Room, the Morning Room, Conference Rooms, Museum and Library, all Office Suites, the Staff Canteen and Kitchen, the Main Kitchen & Pantry, the Main Laundromat, JCF Barracks, and Transport Centre;
- Oversees the preparation of beverages stations and other requirements for events including, meetings, cocktail receptions, dinners, tours and lunches;
- Utilizes the lists prepared for the service required at events and shops for groceries and other supplies as needed;
- Verifies and confirms that all areas of the ground and first floor are properly cleaned, prepared and maintained according to agreed schedules and requirements:
  - ✓ Rooms, offices, restrooms and other areas are cleaned; floors are swept and mopped so that health standards are met;
  - ✓ Carpets, rugs, draperies and upholstered furniture are cleaned and vacuumed; Waste baskets are emptied, tea services and other utensils which have been used are moved, trash and waste taken to disposal area; toilet and cleaning supplies are appropriate;
  - ✓ Furniture, fittings and equipment are dusted and polished;
- Supports the Events Manager in maintaining the aesthetics of the ground and first flows at King's House in a manner which respects the quality and standard as required:
  - ✓ Polish silver accessories and metalwork such as fixtures and fittings;
  - ✓ Replenish supplies such as drinking glasses, linens and bathroom items.
- Coordinates with the Property Administrator for periodic maintenance of tools and equipment in keeping with established maintenance schedules;
- Maintains service records;

- Keeps proper records and monitors inventory of all equipment, tools, furnishings, brassware, silverware, flatware, glassware, linens, tables, fixtures and fittings, rugs, carpets, drapes in all assigned areas;
- Performs any other job-related function as assigned by the Household Manager.

***Departmental Human Resource:***

- Provides leadership to direct reports; motivates them towards achieving goals and encourages a team approach;
- Provides direct reports with a weekly project schedule related to their specific tasks and responsibilities. Ensures that output and performance are guided by team work;
- Ensures that job rotation takes place among direct reports so that their experiences can become a motivating factor for learning;
- Ensures that direct reports are proficient and efficient as required;
- Recommends to the Events Manager as and when the need for training arises;
- Contributes to the Orientation Plan for each new Staff member;
- Attends Staff meetings and submits any reports as required by the Events Manager;
- Ensures that direct reports are aware of and adhere to the King's House Standing Orders, relevant policies, standard operating procedures and other related regulations.

**Required Knowledge, Skills and Competencies**

- Honest, loyal and trustworthy, professional in personal conduct. Has impeccable integrity and dignity.
- Thorough, pays attention to details and is customer-focused.
- Communicates well, is organized, shows initiative and is able to work unsupervised.
- Possess excellent listening skills; works well in teams.
- Reliable, adaptable and energetic.
- Able to follow and adhere to policies and standard operating procedures.
- Knows how to plan and organize; ensures that proper business ethics are observed.

**Minimum Required Qualification and Experience**

- An Associate Degree in Institutional Management/Hospitality/Food Preparation & Service, and/or Housekeeping from a recognized tertiary institution. Certification by HEART/NTA is desirable.
- At least three (3) years progressive experience managing housekeeping operations within the hotel industry or related field.
- Training in Supervisory Management.
- Valid Food Handler's Permit.
- Knowledge of cleaning and sanitation products, materials and methods. AND

**Special Conditions Associated with the Job**

- The Housekeeping Supervisor is expected to lead by example and take a non-traditional approach to working hours. This means that they can work ten (10) or twelve (12) hour days which include weekends and public holidays, due to need;
- The Housekeeping Supervisor has to be in good physical and be able to reach, kneel, bend, lift, push and pull loads, usually about thirty (30) pounds as well as withstand being constantly on her feet. The atmosphere can be demanding and could require improvisation;
- The incumbent may, on occasions, have to fill in for absent employees on short notice;
- This person could experience the pressures of simultaneously coordinating various activities.

**5. Hospitality Assistant (LMO/TS 4)**

**Job Purpose**

Under the supervision of the Household Manager, the Hospitality Assistant serves as a personal assistant to Her Excellency. The incumbent is attentive to details, possesses a gracious and professional personality and sees to it that Her Excellency's day is accomplished in a smooth and seamless manner. An ideal candidate is cheerful, honest, discrete, organised and respectful.

The Hospitality Assistant is responsible for the care, maintenance and upkeep of Her Excellency's wardrobe and private rooms, as well as cleaning, ironing and mending garments, laying out and labeling of garments specific to each occasion while preparing them for packing and travelling,



when the need arises. She also provides support for food & beverage service to Their Excellencies and guests.

The incumbent seeks to achieve the job purpose by embracing, demonstrating and contributing to the Vision of the Office of The Governor-General and Staff: “A culture of excellence through people performance and partnerships”.

### **Key Responsibilities**

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

#### **Personal Care and Support**

- Monitors Her Excellency's Diary in order to be kept abreast of her appointments;
- Updates Her Excellency in advance on upcoming appointments in collaboration with the Private Secretary to Her Excellency;
- Co-ordinates with Private Secretary to Her Excellency to ensure documentation of appointments and the necessary elements are in place (such as health cards are available for Doctors appointment, test results are collected, specific instructions for tests are known and adhered to);
- Collaborates and co-ordinates with His Excellency's Valet regarding matters relating to Their Excellencies' mutual attendance at events;
- Cares for all items in Her Excellency's wardrobe; keeps them in readiness for wear at all times;
- Selects appropriate attire for appointments and personal activities In consultation with Her Excellency;
- Carries out housekeeping tasks in Her Excellency's dressing room and other personal spaces. Keeps the areas in immaculate condition at all times;
- Organizes and maintains drawers, closets and other areas used for storing clothing and personal items;
- Repairs garments as and when necessary;
- Consults with Her Excellency's seamstress or other experts as required to carry out alterations and repairs;
- Carries out periodic deep-cleaning of closets, drawers and other storage areas according to established frequency;
- Consults with the Household Manager as required;
- Airs all clothing not worn within a period of at least one month. Removes all items from the closet area and vacuums everywhere to prevent moth infestation;
- Stores clothes as required in sealed plastic bags and puts moth or cedar balls in the closet or storage areas;
- Conducts a quarterly wardrobe audit. Recommends seasonal items for storage as well as the removal of worn items;
- Complies with and carries out required actions for storage or disposal of items as instructed by Her Excellency;
- Brushes, steams and irons clothing, cleans shoes and ensures that personal items are maintained at all times;
- Lays out clothing to be worn each day and for each event. Ensures that all items required for personal care are in readiness for use;
- Monitors personal care products and recommend replenishing in advance;
- Carries out personal care duties for Her Excellency as required;
- Presents the various articles as needed for dressing. Assists Her Excellency with dressing or un-dressing as needed;
- Checks to ensure that Her Excellency is appropriately groomed prior to departing the Residence;
- Disseminates information from Her Excellency to relevant staff and other personnel as directed and relates feedback accordingly;
- Relates to Her Excellency's Driver and Close Protection Officers re arrangements prior to her departing the Residence;
- Co-ordinates with the Private Secretary to Her Excellency and the Aide-de-Camp to The Governor-General to ensure speeches, briefing notes and related documents are prepared and readily available for Her Excellency's use and information;
- Retrieves files, books and documents, which may be required by Her Excellency to be taken to events and appointments or while travelling; ensures that they are secure in her briefcase or carry-on bag;
- Receives Her Excellency on her return from events or appointments;
- Verifies that the Private Quarters are in immaculate condition and in readiness for her return;
- Remains on-call throughout the day to ensure that Her Excellency's needs are met;
- Prepares Her Excellency's luggage for travel, packs sufficient and appropriate clothing as well as linens for the trip;
- Unpacks on her return and applies the required cleaning and airing techniques for all clothing, other items and luggage;

- Accompanies Her Excellency on trips as required;
- On arrival at the location, takes charge of all luggage and attends to Her Excellency's needs;
- Receives and welcomes all of Her Excellency's guests to the Residence and attends to their needs for the duration of their stay;
- Answers telephones and receives in-person messages for Their Excellencies; delivers messages, ascertains feedback and reverts to sender in a timely manner;
- Performs any other related duties which may be assigned.

#### **Food and Beverage Service**

- Provides support in setting up table appointments for events hosted by Their Excellencies;
- Assists with food and beverage service to Her Excellency at events hosted or attended by them;
- Liaises with the Head Chef in the Residence on menus and meal service times for Her Excellency;
- Prepares specific items as required;
- Confirms in advance that all arrangements are in place for timely food and beverage service for Her Excellency;
- Coordinates with the other Hospitality Assistants to deliver timely service;
- Assists with polishing and storing silverware, dinnerware, glassware and other items used for food and beverage service;
- Performs any other duties.

#### **Other**

- Be a good team player and assist with duties relating to providing service to Their Excellencies, their family and guests.
- Be au fait with current affairs and matters of personal interest to Her Excellency to facilitate conversation.

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

- Confidential, honest, flexible, loyal and trustworthy with impeccable integrity.
- Engaging and able to build good rapport.
- Pays attention to detail and able to follow directions.
- Has a gracious and professional personality.
- Strong enough to lift items when needed.
- Has excellent organizational skills, is meticulous and detail-oriented.
- Possess a great degree of confidence.
- Energetic, self-assured, customer-focused and solutions-oriented.
- Able to anticipate customer needs, change direction quickly and multi-task.
- An excellent communicator with good interpersonal skills
- Understands the Conventions of Protocol.
- Knowledgeable of hairdressing and other personal care techniques.
- Knowledge of coordination of garments, colours, accessories, fabric and their care.
- Knowledge of the operation and care of industrial and domestic household machines
- Knowledge of food and beverage preparation and service.
- Knowledge of housekeeping tasks.
- Understanding of health and safety issues.

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

- An Associate Degree/Advance Certification in Hospitality Management/ Food Service, **or** equivalent from a recognized tertiary institution. **AND**
- Training in Wait Service and Food & Beverage Preparation. Preferable HEART TRUST - NTA Certification with practical experience in formal food service entity. **AND**
- At least five (5) years of proven, related experience in a comparable setting, **AND**
- Valid Food Handlers' Permit

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

- The Hospitality Assistant must be in good physical shape, able to lift household items and stand for long periods. The required work output can be hectic and demanding and can require completing multiple tasks at the same time.
- The Hospitality Assistant must also be able to work under pressure, while ensuring that everything is prepared according to expected standards and guidelines.
- The incumbent may on occasions, have to fill in as Butler and could experience the pressures of simultaneously coordinating a wide range of activities.

- Extended working hours are expected.

Applications accompanied by résumés should be submitted ***via email***, **no later than Friday, 15<sup>th</sup> November, 2024 to:**

Director, Human Resources and Administration  
Office of His Excellency The Governor-General and Staff  
King's House  
Hope Road  
Kingston 6

Email: [humanresources@kingshouse.gov.jm](mailto:humanresources@kingshouse.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