



Office of the Services Commissions

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CIRCULAR No. 506 **OSC Ref. C.4664¹⁷**

18th December, 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 **Accountant General's Department (AGD)**:

1. **Business Analyst (GMG/SEG 3) (Vacant) - Executive Office**, salary range \$5,198,035 - \$6,990,779 per annum.
2. **Director, Monitoring and Evaluation (GMG/SEG 3) (Vacant) - Treasury Systems Division**, salary range \$5,198,035 - \$6,990,779 per annum.
3. **Project Accountant, Team Lead (FMG/PA 3) (Temporary) - Public Loans Unit**, salary range \$5,198,035 - \$6,990,779 per annum.
4. **Project Accountant (FMG/PA 2) (2 Posts) (Temporary) - Public Loans Unit**, salary range \$4,266,270 - \$5,737,658 per annum.
5. **Risk Officer (GMG/SEG 1) (Not Vacant) - Corporate Services Division**, salary range \$3,501,526 - \$4,709,163 per annum.
6. **Assistant Registrar (PIDG/RIM 5) (Vacant) - Information Technology Unit** salary range \$3,501,526 - \$4,709,163 per annum.
7. **Client Support Specialist (MIS/IT 3) (Vacant) - Information Technology Unit**, salary range \$2,190,302 - \$2,945,712 per annum.
8. **Senior Secretary (OPS/SS 3) (Vacant) - Government Accounting and Reporting Division**, salary range \$1,711,060 - \$2,301,186 per annum.
9. **Attendant (LMO/TS 2) (Vacant) - Office Services Unit**, salary range \$18,647 - \$25,078 per week.

1. **Business Analyst (GMG/SEG 3)**

Job Purpose

Reporting to the Accountant General, the business owner, the Business Analyst works with stakeholders from all Business Units and related third parties to define and document business processes and software requirements for technology initiatives, upgrades and maintenance. This also includes content management systems and business information systems.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To review the actual processes within the Accountant General's Department business;
- To make or suggest a more efficient model and workflow process.

Key Responsibilities

- Prepares plans of individual projects. Identifies the "as is" and "to be" scenarios and conducts a gap analysis;
- Prepares requirements gathering, model multiple solutions and defines the scope using optimum solution;
- Obtains approval from business units and business owner;
- Prepares test case and knowledge transfer to IT/Developers;
- Works with the Treasury IT Project process, covering all business aspects from requirements gathering through implementation;
- Provides support after implementation, monitoring and evaluation;
- Facilitates the relationship with business users and delivery team;

- Takes responsibility for requirements gathering, business analysis, functional design, system and integration testing;
- Ensures that specific project deliverables are produced on time, in accordance with the Project Plan, and makes sure that all relevant parties are informed of progress;
- Reports project progress at regular intervals to the business owner and produces key documentation for distribution;
- Maintains a quality control process and ensures that project deliverables meet the required quality standards;
- Monitors risks and issues for a successful outcome;
- Provides ideas to enhance/improve the delivery process of Treasury projects;
- Identifies user needs and resolves problems;
- Liaises with system stakeholders to elicit stakeholder needs and identify system features required to support those needs;
- Ensures that system requirements are described and modeled using appropriate techniques, i.e., business process modeling, case modeling, user story definition and specification by example;
- Defines/Enforces system scope and manages changes to requirements;
- Guides the Business Units in appreciating the cost/benefit of potential solutions and ensures the best result;
- Understands the end-to-end solution from both a business and technical perspective;
- Supports the design, development and testing of the solution;
- Identifies recommendations for improvements to processes, practices and procedures and implements changes with minimal disruption;
- Meets or exceeds divisional performance targets;
- Performs any other related duties that may be assigned by the Accountant General, from time to time.

Required Knowledge, Skills and Competencies

- An advanced and solid understanding of end-to-end process or processes in Business Units;
- Demonstrated technical and business documentation and small-large group facilitation skills;
- Domain expertise in business administration, finance administration or accounting Administration;
- Excellent change management skills;
- Ability to design and implement process and structure where none exists;
- Proven ability to develop a clearly defined and focused business vision;
- Proven and advanced skills in Project Management;
- Able to meet and deliver on deadlines and able to work effectively under pressure;
- Strong stakeholder management - able to build trust and respect at a high level;
- Highly organized, self-motivated and action oriented;
- Ability to focus on both the big picture and the details;
- Excellent workshop/meeting facilitation/presentation skills;
- Capable of working with minimal supervision, flexible in approach and able to adapt to changing circumstances of the project;
- Demonstrative decision-making skills;
- Proven skills in defining problems, generating alternatives, evaluating and selecting alternatives;
- Ability to work collaboratively and effectively;
- Excellent moral standing;
- Excellent team-building skills;
- A team player who can demonstrate leadership, as well as support for colleagues;
- In-depth technical and working knowledge business processes;
- Knowledge of the various guiding and Regulations Acts;
- Knowledge of computer systems audit;
- **Eliciting requirements** – This is a major function of the job as requirements are the basis for determining the need by the business unit to solve a business problem;
- **Analytical thinking and problem-solving:** Structured Analysis- The incumbent must have competencies in the art of modelling to identify and evaluate requirements, help identify and validate requirements, document and communicate requirements and organize information into coherent ideas;
- **Documentation** – must be able to create the Business Requirements Document – providing insights on the “as is” and “to be” states of the AGD business processes;
- Testing. Must be able to test by preparing test case scenarios;
- **End user support** - must be competent and able to provide end-user support even after the product is delivered. This is a vital competency;
- Be highly adept in supporting the development of effective working relationships between business Units, IT and other third parties;

- Must have an excellent grasp and understanding of the business knowledge. Must be able to support the understanding of the Treasury or other environment in which the business analysis is performed and knowledge of general business principles and available solutions
- **Must be an excellent communicator:** The business analyst main tool is communicating to elicit requirements among stakeholders. Communication skills are necessary to address the need to listen to and understand the audience, understanding how the audience perceives the business analysis, understanding the communications objective(s), the message itself and the most appropriate media and format for communication. Ability to communicate with various and diverse teams/stakeholders; adjust to crisis; communicate the value of IT and innovation;
- **Effective and deployable interaction skills:** This skill supports the Business Analyst when working with large numbers of stakeholders and involves both the ability to work as part of a larger team and to help that team reach decisions. He/She must be able to identify and describe a desired future state and must also be able to help the AGD reach agreement that the future state in question is desired through a combination of leadership and facilitation;
- **Adaptive communication:** Ability to communicate with various and diverse teams/stakeholders; adjust to crisis; communicate the value of IT and innovation;
- **Communication proficiency:** The job requires that the incumbent be an excellent communicator. Orally, in writing, in one-on-one face to face, and possess excellent public speaking skills;
- **Ethical conduct:** The incumbent is a senior public servant who represents the Government at all times. He/She must be of good moral turpitude. Also, he/she must demonstrate sound business ethics, observe the codes of conduct for employees and codes of professional practice;
- **Leadership:** must be an effective leader;
- **Performance management:** this position set the standard for activities that ensure that goals and objectives of the Department are met in a consistent, effective and efficient manner;
- **Problem-solving/analysis:** The job environment is dynamic. The incumbent must have the capacity to analyze problems quickly, chose between alternatives and effect meaningful solutions;
- **Strategic thinking:** The incumbent must be a strategist. He/She must possess the ability to derive effective plans in keeping with the Department's objectives within a particular situation. This strategic thinker will ensure the proper review of policy issues, perform medium and long-term planning, set goals, determine priorities and identify potential risks and opportunities.

Minimum Required Qualification and Experience

- Bachelor's Degree in Information Technology or Computer Technology;
- Graduate Degree in Business Administration, Accounting or Finance;
- Certification as a member of the International Institute of Business Analysts (IIBA) or any other recognized certifying body;
- Project Management in a Finance background;
- Seven (7) years' experience providing consulting advice to IT and Business Management Teams in Business Systems Analysis and Design, preferably in the Finance Sector;
- Proven experience in the development of visionary plans;
- Proven experience defining best practices for process design, functional analysis, requirements definition and workflow automation;
- Proven experience developing test criteria, test plans, and change control support functions;
- Experience of the full software delivery lifecycle, from initial requirements gathering through development, test and UAT to post-implementation support.

2. Director, Monitoring and Evaluation (GMG/SEG 3)

Job Purpose

Under the general direction of the Senior Director, Treasury Systems, the Director Monitoring and Evaluation provides organizational leadership in the development and maintenance of an effective monitoring and evaluation framework.

The incumbent is expected to focus on the CTMS environment issues that may be affecting implementation success throughout the MDAs. This includes PFM related policies, use for CTMS tools, other Treasury financial systems and initiatives and projects initiated by the Treasury.

Key Responsibilities

Technical/Professional:

- Contributes to the collaborative process with Divisional Heads to improve, develop and implement GOJ treasury systems;
- Leads, designs and implements efficient organizational performance measurement systems that facilitate accurate, reliable information collection, analysis and reporting;
- Develops overall organizational performance measurement framework, linking conceptual models to programme monitoring and evaluation and identifying strategies and models for replication;
- Facilitates timely monitoring and measurement of changes in programme conditions that are taken into consideration in planning, assessing impact and reporting on progress;
- Reviews monthly rating reports from the monitoring and evaluation team, and liaises with the accountable MDAs to ascertain the nature of the issues, financial systems or accounting related and provide the necessary recommendations;
- Develops and implements specialized support plan to assist MDAs in overcoming systemic challenges;
- Guides the process of ensuring that entities' performance is systematically monitored and data on key indicators are collected, analyzed and reported;
- Leads in the capacity development of the team through training and technical assistance, so as to ensure accurate data collection and reporting;
- Leads the monitoring and evaluation activities throughout the MDAs;
- Develops and implements the M&E framework and strategies;
- Facilitates the documenting of findings and recommendations arising from M&E activities and follows through to ensure that these recommendations are implemented;
- Co-ordinates effective dissemination of findings, conclusions, recommendations arising from monitoring and evaluation activities, to intended audience, with a view to improving the programme design policy and strategy and contributing to wider learning;
- Provides recommendations for modifications to enhance the GFMS software and assists with testing the new or modified functions, as well as conducts user, acceptance testing;
- Develops and implements compliance framework as a means of ensuring that GoJ financial management policies and procedures are properly interpreted and implemented;
- Participates in the organization's strategic planning process, specifically regarding programme planning;
- Collaborates with IT to review and modify, if necessary, current data and reporting systems;
- Participates in the implementation of special projects.

Management/Administrative:

- Plans, organizes and directs the work of the Branch;
- Supports the Principal Director in the development of the Branch's component of the corporate and operational plans and work plans and budgets, and monitoring the Branch's achievement against them;
- Represents the organization at conferences, symposiums/seminars/workshops and meetings;
- Conducts periodic reviews of supervisees in accordance with Work Plans;
- Conducts final assessment of supervisees based on performance assessment criteria and prepares performance report;
- Develops and manages the performance of the Branch and its staff, including transferring skills, motivating staff, setting performance targets, monitoring performance, providing feedback to staff and arranging for training;
- Ensures that the supervisees have sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Co-ordinates and supervises the activities of supervisees to ensure completion of assignments, as well as compliance with established systems and procedures;
- Utilizes management tools such as succession planning/training, job rotation and job enrichment to motivate and empower employees;
- Conducts regular staff meetings and ad-hoc meetings, as necessary, to discuss job scheduling and any other issues/problems that impact the Branch, so as to provide solutions to achieve objectives;
- Maintains effective working relationships with external and internal stakeholders and clients, ensuring that the Branch provides a consistently high level of service to them;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- **Strategic management** - Possess the ability to plan and set realistic objectives and develop a course of action to manage and achieve organization's goals;
- **Leadership** - Excellent leadership and people management skills;
- **People management** - Possess the ability to select and develop employees through training, mentoring and job rotation;
- **Problem-solving and analysis** – Possess the ability to identify and analyse work related problems and generate innovative or appropriate solutions;
- **Communication** – Possess excellent written and oral communication skills;
- **Initiative** – Ability to exercise initiative and sound judgment;
- **Integrity** – Possess the ability to act within guidelines, honesty, conduct business transactions, and treat these in a confidential manner;
- **Interpersonal skills** – Possess the ability to interact co-operatively with others and to build long term internal and external relationships; extensive network of professional contacts in government;
- **Time Management** – Superior time management skills with respect to setting priorities and managing multiple workflows against tight deadlines;
- Strong research and analytical skills;
- Sound knowledge of computer applications;
- Possess and exercise high integrity and ethical standards;
- High attention to detail/ focus;
- Sound knowledge of the GoJ planning and policy setting process;
- Thorough knowledge of the project management;
- Working knowledge of Human Resource Management practices.

Minimum Required Education and Experience

- Bachelor's Degree in Business Administration, Computer Science or Information Systems or equivalent qualification;
- Five (5) years' experience in a similar role, including two (2) years at a management level;
- Experience in strategic planning approaches, including the logical framework approach;
- Experience in conception and management of Information Management systems, M&E methods and approaches, planning and implementation of monitoring systems, and training for M&E development and implementation;
- Extensive experience in Government accounting and fiscal operations.

Special Conditions Associated with the Job

- Working under pressure with numerous critical deadlines;
- Managing multiple complex assignments;
- Required to work beyond normal working hours;
- May be required to travel both locally and overseas on official work-related business;
- Frequent meetings.

3. Project Accountant, Team Lead (FMG/PA 3)

Job Purpose

The incumbent will lead/manage a team of project accountants to uncover, regularize and recover funds from delinquent borrowers/institutions for each loan portfolio, in an effort to reduce the Unit's loan delinquency rate. The incumbent will propose and implement strategies to improve borrower communication, outreach efforts and substantial recovery for all delinquent loan accounts. The role will advise the DAG & AG on best practice in loan recovery and targeted and intentional collection interventions.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To reduce, manage and monitor the performance of the delinquent loan portfolio and collection of delinquent loans;
- To devise and maintain systems for the intentional recovery of delinquent loans;
- To maintain an accurate delinquency database that accounts for all delinquent loans;

- To devise and maintain systems to monitor delinquent borrowers and institutions that are non-compliant with payment submission requirement and other relevant advisories to the PLU;
- To prepare accurate and time delinquency reports.

Key Responsibilities

Technical:

- Prepares and submits annual, quarterly, monthly and weekly financial statements and reports or other financial information regarding the delinquency portfolio. The reports should be accurate and audit/reviewer friendly;
- Performs ratio analysis using metrics relating to (i) the size of delinquency to the overall size of each loan portfolio and (ii) the various component parts of the overall delinquency total to identify trends. Satisfactory performance requires a downward trajectory in the trends identified/calculated;
- Conducts research with the objective of benchmarking the PLUs delinquency outcomes against the Delinquency outcomes of other institutions, within the constraints of accessing relevant information. It is possible that impairment/bad debts information which is contained in published financial statements may be the best source of relevant information;
- Maintains current and accurate records of all delinquent loans directly contracted by and/or guaranteed by Government;
- Assesses, from a strategic perspective the sufficiency of delinquency reduction efforts and makes recommendations for broadening the scope and reach of actions which target Delinquency reduction. This includes early intervention strategies, to commence at the point of the Loan Approval Process, to reduce the number of loans that eventually fall into delinquency;
- Specifies and/or oversees efficient workflows between the core operations and the delinquency Teams in the PLU, to ensure effective and timely communication between the two teams, in an effort to reduce the likelihood of the delinquency portfolio again rising to unacceptable levels when compared to the overall Loan portfolio. This includes setting maximum delinquency levels, per portfolio, complete with justification of each (maximum) delinquency target, as informed by the nuances of each loan portfolio;
- Develops and implements predictive analytical tools and risk management strategies to proactively identify accounts at risk of delinquency;
- Proposes and advocates for the use of a transparent policy to balance the AGD's need to minimize financial risk with the customers' ability to repay;
- Fosters collaboration with other MDAs to ensure a holistic approach to delinquency reduction by establishing clear communication channels and co-ordinated efforts to effectively address delinquency issues;
- Monitors deposits of repaid loan amounts to the Treasury Deposit Account in the TSA;
- Tracks whereabouts of delinquent borrowers and recovers outstanding balances and/or authorizes seizure of the motor vehicles where applicable;
- Ensures project activities and team's compliance with financial regulations and standards;
- Recommends and advocates for policies and develops standard operating procedures to promote knowledge management strategy and standardization
- Recommends and develops learning and capacity development strategies for Project Team members;
- Assesses resources and required inputs and works to promote and ensure timely deliverables and outputs;
- Collaborates with Information Technology Unit to identify and implement suitable technologies to promote re-engineering of PLU processes;
- Collaborates with other units in the AGD (TDU, Pensions, TSU, R&EU/GAR) to improve synergies, and documents/updates work process flows;
- Focuses on Strategic Performance Management by placing emphasis on accountability, adherence to service level agreements and excellence;
- Supervises the consistent usage of the PLU Delinquency Tracker to promote the usage of same as an employee monitoring tool, by ensuring that records/files are updated with comments from the customers, MDAs and sureties.

As a Team Lead:

- Embraces a strategic focus with the objective of continuously improving delinquency reduction outcomes, by embracing the effective usage of novel delinquency reduction initiatives for customers with delinquent loan balances, whether the customers now reside overseas, or have remained in Jamaica;
- Maintains ongoing communication with AGDs Legal Officer to discuss proposed changes or initiatives for strengthening delinquency reduction activities, ahead of making written submissions for approval;

- Leads in the smooth and efficient operation of the project team through the management of daily project operations;
- Establishes and implements systems for reporting on project work done against stated and agreed project objectives;
- Establishes internal control processes required to manage the project team and guide them to excellence;
- Meets or exceeds project team performance targets;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills;
- Good problem-solving and analytical skills;
- Excellent customer focus skills;
- Results focus;
- Integrity.

Technical:

- Sound knowledge of Loans management;
- Sound knowledge of Project management;
- Sound knowledge of Audit;
- Knowledge of Legislations, Policies and Procedures.

Managerial:

- Good leadership skills;
- Performance management;
- Emotional intelligence;
- Sound knowledge of Accounting practices and loan applications;
- Sound knowledge of how financial markets operate;
- Comprehensive knowledge of investment strategies, banking, and financial instruments;
- General knowledge of International Public Sector Accounting Standards (IPSAS); GAAP, and/or other accounting standards;
- Knowledge of Government Accounting, public treasury operations and the FAA Act;
- Good working knowledge of Microsoft Excel and Word.

Minimum Required Qualification and Experience

- Bachelor's Degree in Accounting/Management Studies with Accounting; **or**
- BBA Degree from an accredited University; **or**
- ACCA Level 2; **or**
- ASc. Degree in Accounting, MIND, along with the Diploma in Government Accounting, MIND
- Five (8) years of experience in loan recovery and delinquency management in a financial institution;
- Twelve (12) years overall work experience.

Special Conditions Associated with the Job

- Pressured working conditions with numerous critical deadlines;
- Minimal travel is associated with this position.

4. Project Accountant (FMG/PA 2) (2 Posts)

Job Purpose

Under the supervision of the Project Team Lead, the Project Accountant will utilize accounting expertise and analytical skills to identify trends, develop strategies and implement solutions to monitor and ensure a reduction in the delinquency rate of all loan products. The incumbent is required to research and propose strategies to improve borrower communication and outreach efforts for all delinquent loan accounts. The role must collaborate with loan managers and other officers to analyze loan portfolios and develop and execute targeted collection interventions or plans to address delinquency issues effectively.

This position is responsible for implementing strategies to improve loan repayment performance, mitigate delinquencies, and optimize poor performance outcomes. The incumbent will ensure the

maintenance of accurate and current accounting statements and records, and the monitoring and collection of all delinquent loans.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To maintain accurate accounts and records of all activities which targets repayments on delinquent accounts;
- To monitor the performance and collection of any delinquent loans;
- To disseminate information on the loan delinquencies to the relevant stakeholders;
- To make recommendation towards improving collection methods;
- To report on delinquent accounts including actions taken to collect and status.

Key Responsibilities

Technical:

- Ensures consistent efforts to reduce delinquency, to influence delinquency being kept at a minimal level;
- Investigates delinquent accounts to include liaising with respective MDAs and conducting site visits, as required;
- Maintains accurate loan delinquency records,
- Prepares and submits delinquency, collection and contact reports within the agreed timeline;
- Monitors all delinquent accounts on which collections have commenced to ascertain timeliness of payments;
- Monitors and meets or exceeds collection targets;
- Records and maintains current and accurate data of receipts on all delinquent loans;
- Conducts comprehensive monitoring of the entire loan portfolio to detect delinquent accounts, perform in-depth analysis to identify underlying causes of delinquency, and develops targeted mitigation strategies;
- Reports on loan portfolio performance, to include delinquency rates and recovery efforts, and provides report for management review;
- Monitors the loan portfolio to identify delinquent accounts and assess the root causes of delinquency;
- Conducts thorough analysis of borrowers' payment history, financial status and repayment behaviours, to determine risk factors that contribute to delinquency;
- Monitors the payment history (salary deductions) of all loans disbursed to identify new delinquent accounts to swiftly identify and flag new delinquent accounts;
- Takes appropriate steps to ensure that assets which are held against liens as collateral are in good physical standard;
- Monitors the repayment schedule for loans to ensure that these are recoverable within the stipulated timeframe;
- Monitors disbursements and recoveries and takes appropriate steps to recover outstanding balances from delinquent borrowers or their guarantors;
- Assists in the recovery of outstanding balances in respect of delinquent borrowers and others separated from the service;
- Ensures that individual loan records are kept and maintained;
- Ensures that relevant monthly statements are prepared and are substantiated by supporting documents which are audit/review friendly in presentation;
- Ensures that relevant salary deduction stop-orders are prepared and loan accounts are accurately updated in accordance with remittances received;
- Maintains relationships with MDAs to assist with the effective management of loan accounts;
- Reviews loan agreements to ensure that they are complete and accurate according to policy;
- Tracks whereabouts of delinquent borrowers and recovers outstanding balances and recommends the seizure of motor vehicles where applicable;
- Updates customers' accounts utilizing the PLU Delinquency Tracker with pertinent changes and submits the supporting documentation to the relevant authority for the necessary approval (e.g. changes in deduction amount);
- Ensures compliance with relevant laws, regulations, policies, procedures and Instructions governing the operations of the AGD;
- Contributes to the establishment of internal control processes required to effectively and efficiently manage the loans processing function;
- Contacts delinquent borrowers daily regarding reduction of outstanding amounts;
- Monitors all delinquent accounts on which collections have commenced to ascertain timeliness of payments;
- Investigates delinquent accounts to include liaising with respective MDAs and conducting site visits, as required;
- Inspects or arranges for the inspection of motor vehicles periodically, to mitigate against rapid unusual depreciation;

- Updates customers' accounts utilizing the PLU Delinquency Tracker with pertinent changes and submits the supporting documentation to the relevant authority for the necessary approvals (e.g. changes in deduction amount);
- Updates records/files with comments from the customers, MDAs and sureties;
- Provides the relevant information to Communications and Customer Service Unit to respond to correspondence and queries from customers;
- Provides schedule of all delinquent accounts with required action(s) (e.g. deduction from salary of Borrower or recovery from Guarantor) to the relevant authority;
- Collects targeted amounts from delinquent borrowers monthly in accordance with defined procedures;
- Supplies comprehensive and accurate data required for the preparation of the monthly Recovery Report, facilitating informed decision-making and strategic planning;
- Reviews collection method(s) from time to time and makes recommendation for improvement.
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills;
- Good problem-solving and analytical skills;
- Excellent customer focus skills;
- Results focus;
- Integrity.

Technical:

- Loans/Delinquency management;
- Project management;
- Knowledge of Legislations, Policies and Procedures.

Managerial:

- Good leadership skills;
- Performance management;
- Emotional intelligence;
- Sound knowledge of Accounting practices and loan administration;
- General knowledge of International Public Sector Accounting Standards (IPSAS); GAAP, and/or other accounting standards;
- Knowledge of Government Accounting, public treasury operations and the FAA Act;
- Good working knowledge of Microsoft Excel and Word.

Minimum Required Qualification and Experience

- Bachelor's Degree in Accounting/Management Studies with Accounting; **or**
- BBA Degree from an accredited University; **or**
- ACCA Level 2; **or**
- NVQJ Level 5, Accounting; **or**
- ASc. Degree in Accounting, MIND along with the Diploma in Government Accounting, MIND;
- Three (3) to five (5) years of experience in loan recovery and delinquency management in a financial institution;
- Ten (10) years overall work experience.

Special Condition Associated with the Job

- Minimal or no travel is associated with this position.

5. Risk Officer (GMG/SEG 1)

Job Purpose

Reporting to the Director, Enterprise Risk Management, the Risk Officer is responsible for identifying, evaluating and analysing risks inherent to the operations of the Accountant General's Department and participating in formulating, implementing, administering and evaluating Risk Management Strategies to efficiently and cost-effectively manage those risks. The incumbent supports management in ensuring that the Department is compliant with regulations, legislature, policies, procedures and standards. The incumbent also participates in educating and advising management and staff on Risk Management Strategies.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To participate in the development, implementation and monitoring of the Enterprise Risk Management (ERM) framework;
- To execute ERM Framework to support the operations of the Treasury and its compliance with requirements and obligations;
- To facilitate the ERM process and provide risk management delivery support;
- To maintain the risk governance arrangements, including documentation and risk tolerance and appetite approach;
- To maintain a risk management culture to support the implementation and effective operation of ERM;
- To participate in the Business Continuity Management process to maintain full alignment with the ERM Framework and Risk Management process;
- To participate in delivering training and mentoring programmes for ERM.

Key Responsibilities

Technical:

- Performs the day-to-day activities of various Risk Management and Assessment and business continuity efforts, in accordance with the Department's needs and Enterprise Risk Management goals;
- Provides support to build and maintain a sustainable process for identifying, assessing and responding to all organizational risks that might affect the achievement of the Department's Strategic Objectives;
- Facilitates and participates in the ongoing identification and assessment of Enterprise Risks;
- Collaborates closely with Division/Unit Heads (business owners) and project teams to assist in the development, assessment and monitoring of Mitigation Plans for Enterprise Risks to ensure risks are managed at an acceptable level;
- Identifies, evaluates and escalates issues that conflict with the AGD's risk tolerance;
- Facilitates the identification and evaluation of Process Risks with business areas, based on an assessment of the environment controlled;
- Works with business areas to enhance controls or develops Action Plans to address risks;
- Collaborates closely with business owners and project teams to assist in the development, assessment and maintenance of the process level internal control environment and Risk Mitigation techniques;
- Assists management in increasing awareness, building understanding and becoming more effective and self-sufficient in managing risks, in describing their processes and risks and how they are managing those risks;
- Works with business areas and process owners to ensure that risk related documentation is clear and accurate, including developing processes and procedures to assist them in maintaining documentation;
- Consults on projects, business process redesigns and other initiatives, providing Risk Management Expertise to ensure risks are considered and addressed appropriately;
- Participates in the development, maintenance and improvement of Risk Management policies, methodologies, tools, templates, internal websites and internal and/or external reports;
- Participates in the development and maintenance of the Risk Management Framework, templates and structure;
- Monitors external indicators and market developments for the on-going identification and treatment of emerging financial risks;
- Performs research, conducts interviews and publishes articles to be shared with staff, Managers and Executives across the Company;
- Works with management to develop and implement policies to provide a framework to ensure that appropriate business continuity and Disaster Recovery Plans are in place for all key business processes;
- Develops and provides formal and informal training and guidance to business owners to increase awareness about disaster recovery and business continuity;
- Leads discussions and other efforts to help all areas of management become increasingly self-sufficient in exercising, testing and implementing Corporate Crisis Management, Disaster Recovery and Business Continuity policies and procedures;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- **Strategic planning:** The ability to develop effective plans in keeping with the Department's objectives, including effectively reviewing policy issues, determine priorities, and set medium- and long-term goals;
- **Strategic vision:** The ability to develop a clear vision of the desired future state of the Department, demonstrate awareness of and/or anticipate changing environmental trends, industry opportunities and threats/risks;
- **Performance management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department are met in a consistent, effective and efficient manner;
- **Analytical thinking, decision-making and problem-solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions;
- **Use of technology:** The ability to accept and implement information technology in work activities to enhance organisational performance;
- **Managing the client interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high-quality service;
- **Collaboration and teamwork:** The ability to be collaborative and an inspiring professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals;
- **Leadership and team building:** The ability to provide vision, direction, allocate responsibilities, delegate and motivate staff in one's team, to include leading by example;
- **Customer and quality focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations;
- **Change management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change, and to lead others through change and manage their concerns;
- **Emotional intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviours appropriate to the AGD's business and social environment;
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviours, in order to build trust and credibility;
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives;
- **Oral and written communication:** The ability to communicate proficiently orally, in writing and in one-on-one, face-to-face, with excellent public speaking skills;
- Ability to work effectively under pressure;
- Working knowledge of Accounting practices and applications
- Knowledge of international Public Sector Accounting Standards (IPSAS);
- Knowledge of Government Accounting;
- Sound knowledge of, and experience in Strategic Planning;
- Excellent PC skills (e.g. Microsoft Word, Excel, PowerPoint, Access, and Project).

Desirable:

- Knowledge of Public Treasury Operations;
- Knowledge of Banking Operations;
- Background in Enterprise Risk policy, governance and processes;
- Understanding of Operational Risk Management and Operational Risk Frameworks.

Minimum Required Qualification and Experience

- Bachelor's Degree from a recognized institution in Management Studies, or Accounting, or Finance, or ACCA level 2; or Associate of Science Degree in Accounting (MIND), along with the Diploma in Government Accounting (MIND), or equivalent;
- Four (4) years post qualification experience in Enterprise Risk Management or Internal Auditing, preferably in an Accounting and/or Finance environment with at least two (2) years in the Public Sector;
- Background in Compliance.

Desirable:

- Enterprise Risk Management accreditation or certification;
- Project Management accreditation or certification.

Special Condition Associated with the Job

- Pressured working conditions with numerous critical deadlines.

6. Assistant Registrar (PIDG/RIM 5)

Job Purpose

Reporting to the Registrar, the Assistant Registrar, Records ensures effective records management, including provision of library and research services and maintenance of the Treasury library and its collections. The Registrar also ensures that materials are current and accessible, and available to library users when required. The incumbent manages the systematic control of the Treasury's records throughout their life cycle, ensuring that records are accurate, effectively recreate their context, are easily accessible, available for years in the future, and can be destroyed routinely when no longer needed, in order to support the day-to-day operations of the Treasury and decision making, as well as meet statutory, legal and fiscal requirements and stakeholder expectations.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To design, set up, maintain, review and document the AGD Records Management Systems;
- To identify the most appropriate records management resources;
- To advise on, and implement new Records Management policies and classification systems;
- To provide a policy framework to guide staff in the management of their records and use of the AGD's records system;
- To manage the Records Management and Treasury information services to incorporate the use of cutting-edge technology and automated direct access services;
- To establish and maintain the Treasury Library and its collections, and provide Library and research services;
- To ensure the fast, accurate and reliable access to records and the timely destruction of redundant information;
- To ensure business continuity in the event of a disaster;
- To ensure that the Treasury records are stored in a secure environment , and securely maintained to prevent unauthorised access, alteration, damage or removal;
- To ensure the compliance of the AGD's records management policies, processes and procedures with legislative and regulatory requirements, particularly as laid down by the Access to Information Act and other relevant regulations and legislation;
- To ensure that the Records Management System protects the interest of employees, clients and other stakeholders.

Key Responsibilities

Technical:

- Participates in the development and manages the implementation of short-term and long-term records and documents management strategy, policy and procedures;
- Participates in the development, tracking, optimizing and enforcing of short-term and long-term records and document management budgets, including for library services;
- Manages the provision of technical guidance to all stakeholders;
- Participates in the formation of the AGD's Records Management policy and procedures, to include the provision of Library services;
- Develops and implements a customer service charter and SLA's for the Unit;
- Manages the day-to-day operations of the Unit to ensure records, including Library content, are readily available when needed and sufficient in content, context and structure to reconstruct the relevant activities and transactions that they represent, and are compliant with records management policies and procedures, SLA's and customer charter;
- Manages the integration of records management with the customer service platform to serve the AGD and its stakeholders in every aspect, utilizing web enabled security-controlled access portals, popular social media interfaces and mobile friendly applications/platforms;
- Participates in the selection and manages the implementation of automated records management system, using cutting edge technology, and incorporating industry best practice and security level access distinctions;
- Manages the implementation of the change over from paper-based to electronic automated records management system;
- Participates in the development and manages the implementation of automated retention and disposal schedules, using the Records Management System;
- Manages the categorisation and codification process for all records to be maintained;

- Manages the archival process to ensure that documents and other material of historical significance and importance are preserved and made accessible through available technology in digital format;
- Manages the availability and accessibility of reference materials, to include Government gazettes, reports, journals, encyclopaedias, dictionaries, textbooks, etc.;
- Manages the provision of daily newspapers, news magazines, journals to members of staff and public, catalogue and classification;
- Ensures electronic records, changes and additions are identifiable through audit trails;
- Manages records to ensure that they comply with any record keeping requirements resulting from legislation, audit rules and other relevant regulations;
- Manages records to meet the specific purposes for which they are maintained by identifying and linking records to the business process to which they are related;
- Manages records to ensure that they are securely maintained to prevent unauthorised access, alteration, damage or removal, that they are stored in a secure environment, the degree of security reflecting the sensitivity and importance of the contents; and that where records are migrated across changes in technology, the evidence preserved remain authentic and accurate;
- Keeps current with emerging records management trends and current dominant technologies in records management;
- Produces reports, as required.

Strategic Leadership:

- Implements and enforces policies and procedures of the organization by way of systems that will improve the overall operation and effectiveness of the Unit and the AGD;
- Conducts research and recommends changes to policies, procedures and systems to enhance the functioning of the Unit and Department;
- Assists with the preparation of the Department's Annual Strategic Plan and Budget, and supports the Registrar and the Deputy AG Information and Technology to deliver the Division's Operational Plan in an accurate and timely manner;
- Assists with the establishment of internal control processes required to manage and grow the Division;
- Deputizes for the Records and Information Manager, as and when required.

As Unit Head:

- Leads in the smooth and efficient operation of the Unit through the management of daily operations;
- Prepares and monitors the Unit's Operational Plan and Budget, ensuring the work of the Unit is carried out according to plan, and agreed targets achieved;
- Establishes and implements systems for reporting of work done against stated and agreed Work Plans for the Unit;
- Establishes internal control processes required to manage and grow the Unit.

Human Resource Management:

- Plans, organizes and directs the work of the Unit, by overseeing the development of performance targets for the Unit and staff, based on the Corporate and Divisional Strategic Plans;
- Ensures that the Unit's staff have sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and disciplinary action;
- Participates in the recruitment of staff for the Unit;
- Recommends transfer, promotion, termination and leave in accordance with established Human Resource policies and procedures;
- Identifies competency gaps and collaborates with the Manager, Training and Development to develop and implement Staff Development and Succession Plans for the Unit, to ensure adequate staff capacity;
- Monitors job specific and environmental factors, implements and promotes health and safety policies; and mitigates and minimizes workplace hazards;
- Monitors the performance of staff and ensures effective and objective staff performance management, through timely and accurate completion of the staff appraisal process, including periodic reviews;
- Ensures that welfare issues of the Unit's staff are clearly identified and addressed;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills;
- Good problem-solving and analytical skills;
- Customer focus;
- Results focus;
- Integrity.

Technical:

- Records and Information Management skills;
- Knowledge of Legislations, Policies and Procedures;
- Knowledge of the various guiding Acts and Regulations including the Access to Information Act.

Minimum Required Qualification and Experience

- Bachelor's Degree in Library, Archival Studies or Social Science from a recognized institution;
- OR**
- Any other combination of training and experience that would yield the necessary skills needed at this level;
 - Certificate/Diploma in Records Management from a recognized institution;
 - Formal training in Records Management, Archival Procedures and Information Systems, Procedures and Practices and automated technologies as it relates to Records Management;
 - Five (5) years' related experience with at least three (3) years in a supervisory capacity;
 - Experience with automated and IT enabled records management, and computer information management systems.

Special Conditions Associated with the Job

- May be required to do some amount of lifting, bending, stooping and walking; and pressured working conditions with numerous critical deadlines;
- May be exposed to some amount of dust.

7. Client Support Specialist (MIS/IT 3)

Job Purpose

Reporting to the Client Support Supervisor, the Client Support Specialist ensures that the operations of the AGD are enhanced and supported, by providing technical support and resolution of end user issues according to standard operating procedures, using cutting edge technology and consistent with the AGD's thrust towards automation and modernization of its services.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To perform ongoing resolution and product support for Treasury IT end users;
- To garner and report feedback from end users to establish training needs recommend requisite training programmes to the treasury and other MDAs on the GIFMIS, CTMS, and other IT systems deployed by the GOJ.

Key Responsibilities

Technical:

- Handles client service or support related incoming requests;
- Responds to and resolves complex client issues through incident recognition, research and isolation, resolution, escalation and follow up, according to the established guidelines for standard responses to client issues;
- Ensures resolution of client issues is properly noted, and the system updated;
- Performs end user training walk through, when required, for issue resolution;
- Researches and resolves each client interaction to their utmost satisfaction;
- Captures client information and problem-solving process such as decisions made, actions involved and final resolution in the system;
- Provides updates on status and completion in service management system and users through all means of communication;

- Manages databases and executes reports to track and support implementation and overseeing of compliance initiatives;
- Incorporates automation in the solution of client resolution initiatives, where possible;
- Liaises with other team members in the Information and Technology Unit, as required, for isolation and resolution of client issues;
- Utilizes in an efficient manner, the IT resources and supplies, and recommends new purchase requirements;
- Deploys new computer and technology equipment, as required;
- Performs tasks according to project management schedule;
- Performs tasks as required for the implementation and maintenance of the customer service platform for the AGD, that utilizes web enabled security-controlled access portals, popular social media interfaces and mobile friendly applications/platforms;
- Keeps current with emerging IT trends, and current dominant technologies;
- Visits client's workstations in support of issue resolution, as required;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- **Customer and quality focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations
- **Managing the client interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high-quality service
- Ability to work effectively under pressure
- **Use of technology:** The ability to accept and implement Information Technology in work activities to enhance organizational performance
- **Analytical thinking, decision making, and problem solving:** The capacity to analyze problems promptly, choose between alternatives and effect meaningful solutions
- **Oral and written communication:** The ability to communicate proficiently orally, in writing and in one-on-one, face-to-face, with excellent public speaking skills
- **Collaboration and teamwork:** The ability to be a collaborative business leader and an inspiring IT professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues and to build long term internal and external relationships and gain support to achieve desired objectives
- **Performance management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and Strategic Objectives of the Department
- **Leadership and team building:** The ability to provide vision, direction, allocate responsibilities, delegate and motivate staff in one's team, to include leading by example
- **Strategic planning:** The ability to develop effective plans in keeping with the Department's objectives, including reviewing policy issues, determining priorities, and setting medium- and long-term goals
- **Change management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change, and to lead others through change and manage their concerns
- **Strategic vision:** The ability to develop a clear vision of the desired future state of the Department, demonstrate awareness of and/or anticipate changing environmental trends, Industry opportunities and threats/risks
- **Emotional intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviours appropriate to the AGD's business and social environment.
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviours, in order to build trust and credibility;
- Comprehensive and technical knowledge of enterprise systems and technology;
- Knowledge of cutting-edge computer hardware, systems repair and maintenance;
- Knowledge of cutting-edge technology enabled automated help desk operations;
- Knowledge of centralized treasury management systems;
- Knowledge of the various guiding and Regulations Acts.

Minimum Required Qualification and Experience

Essential:

- Diploma or Associate Degree from a recognized institution in Information Technology;
- Incumbent must have technical expertise in Enterprise Systems.

Desirable:

- Bachelor's Degree from a recognized institution in Information Technology;
- Training in Customer Service.

Special Condition Associated with the Job

- Pressured working conditions with numerous critical deadlines.

8. Senior Secretary (OPS/SS 3)**Job Purpose**

Reporting to the Assistant Accountant General – Banking Arrangement and Government Shareholding as well as the Director, Government Banking Relations, the Senior Secretary is responsible for providing secretarial and clerical assistance by conducting basic research, preparing reports, handling information requests, and performing functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To conduct research, prepare reports, and fulfill information requests;
- To perform administrative functions including scheduling of meetings and appointments;
- To co-ordinate the maintenance of stationery supplies and office equipment;
- To co-ordinate reports from the reporting units.

Key Responsibilities***Technical:***

- Reads and analyses incoming memoranda, submissions and reports in order to determine their significance and plan their distribution;
- Opens, sorts and distributes incoming correspondence, including email;
- Answers the telephone, screens callers, and takes and relays messages;
- Receives, greets and directs visitors;
- Prepares responses to correspondence containing routine inquiries;
- Arranges for the dispatch of outgoing mail;
- Orders and manages office supplies for the office of the Assistant Accountant General Banking Arrangement and Government Shareholding as well as the Director, Government Banking Relations;
- Responds to requests, inquiries and complaints from staff, other departments, organizations and the general public; refers persons to the relevant authorities as deemed necessary, and follows through on the resolution of issues;
- Prepares reports, memoranda, letters, and other documents, using word processing, spread sheet, database and/or presentation software;
- Maintains records management systems, including filing, retrieval, retention, storage, compilation, coding, updating and destruction of corporate documents, reports and other records;
- Prepares agendas and makes arrangements for committee and other meetings attended by the Assistant Accountant General Banking Arrangement and Government Shareholding, as well as the Director, Government Banking Relations;
- Assists in the organization of events and activities by scheduling rooms, issuing information, and co-ordinating speakers/participants;
- Researches and analyses data and prepares draft reports on routine administrative matters or other informational materials required.
- Prepares special and recurring divisional reports by gathering, compiling and typing data from various sources.
- Co-ordinates the flow of paperwork, including periodic and special reports between the Assistant Accountant General, Banking Arrangement and Government Shareholding, as well as the Director, Government Banking Relations;
- Attends meetings in order to record Minutes;
- Transcribes, compiles and distributes Minutes of meetings;
- Sets up and oversees administrative policies and procedures for the offices of the Assistant Accountant General - Banking Arrangement and Government Shareholding, as well as the Director, Government Banking Relations;
- Assists in the smooth and efficient operation of the Division through the management of daily administrative operations;

- Reviews administrative operating practices and procedures in order to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditure;
- Establishes and implements systems for reporting of work done against stated and agreed Work Plans;
- Establishes and maintains internal control processes;
- Provides administrative support to AGD's Committee meeting;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills;
- Good problem-solving and analytical skills;
- Good planning and organizing skills;
- Customer focus;
- Results focus;
- Integrity.

Technical:

- Records management skills;
- Business Writing;
- Knowledge of Legislation, Policies and Procedures.

Minimum Required Qualification and Experience

- CXC or GCE 'O'Level subjects including English Language; successful completion of the prescribed Secretarial Course of study at the Management Institute for National Development (MIND) or any Accredited Secretarial Studies, proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, plus four to five (4-5) years' general office experience;
- OR**
- Graduated from an accredited school of Secretarial Studies with proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, training in the use of a variety of software applications e.g., word processing, database and spread sheets; English Language at CXC or GCE 'O'Level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development, plus four to five (4-5) years' general office experience;
- OR**
- Successful completion of the Certified Professional Secretary course; proficient in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; English Language at CXC or GCE 'O'Level; training in the use of a variety of software applications and four to five (4-5) years' general office experience plus the appropriate Office Professional Training Course at the Management Institute for National Development.

Special Condition Associated with the Job

- Pressured working conditions with numerous critical deadlines.

9. Attendant (LMO/TS 2)

Job Purpose

Reporting to the Chief Attendant, the Office Attendant is responsible for providing all ancillary duties within the offices of the Accountant General's Department, to ensure a sanitary and comfortable workspace and environment and enhance the operations of the Department.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To prepare and serve refreshments for meetings, training and other functions and to maintain the office facilities (Microwave, refrigerator, utensils) to ensure they are clean, sanitary, and comfortable;
- To provide messenger and other support services for the efficient handling of mail and other related/relevant items;

- To assist with document processing to include photocopying, sorting and distributing documents etc.

Key Responsibilities

Technical:

- Serves hot and cold beverages to staff;
- Serves food and beverages to visitors or staff when meetings are held;
- Provides the Facilities Manager with the requisite information in order to maintain and secure inventory of required refreshments and cleaning items;
- Requests new supplies in keeping with established re-order levels and schedule;
- Provides the Facilities Manager with the requisite information in order to maintain an inventory of all kitchen utensils;
- Ensures that all kitchen appliances and utensils are securely kept;
- Assists in moving files, correspondences, furniture, equipment and other job related items to and from various locations, including off site;
- Delivers messages and items, such as newspapers, documents and packages, internally, and to external locations, as directed;
- Obtains the relevant signatures, and records information, such as items received and delivered;
- Reports to the supervisor, after completed deliveries, in order to confirm deliveries and collections, and to receive instructions for other deliveries;
- Assists with photocopies of documents, as required;
- Identifies and reports possible need for furniture and office equipment repairs;
- Prepares the meetings and training rooms for meetings.
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- **Customer and quality focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations;
- **Managing the client interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high-quality service;
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives;
- **Collaboration and teamwork:** The ability to be collaborative and demonstrate genuine willingness to participate and work co-operatively with others in pursuit of team goals.
- **Oral and written communication:** The ability to communicate proficiently orally, in writing, and in one-on-one face- to- face;
- **Use of technology:** The ability to accept and implement information technology in work activities to enhance organizational performance;
- Ability to work effectively under pressure;
- **Analytical thinking, decision making, and problem solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions;
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility;
- **Performance management:** The ability to align resources, systems, standards and activities to ensure the goals and strategic objectives of the Unit are met in a consistent, effective and efficient manner;
- **Change management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change.

Minimum Required Qualification and Experience

- Functionally literate and numerate;
- Secondary education at least up to grade nine (9) level;
- Training in Hospitality Management or Food Service;
- One (1) year's experience in a similar capacity.

Special Conditions Associated with the Job

- Required to lift and carry light loads;
- Required to stand, walk and bend;
- Exposure to odors and cleaning agents.

Applications accompanied by Résumés should be submitted **no later than Thursday, 2nd January, 2025 to:**

**Director
Human Resource Management and Development
Accountant General's Department
21 Dominica Drive
Kingston 5**

Email: careers@treasury.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**