



Office of the Services Commissions

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CIRCULAR No. 494 **OSC Ref. C.4859¹⁸**

9th 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 be assigned to the post of **Business Manager (GMG/SEG 2) (Vacant)**, in the **University Hospital of the West Indies**, salary range \$4,266,270 - \$5,737,658 per annum.

Job Purpose

Reporting to the Chief Executive Officer, the Business Manager provides the technical expertise and leadership necessary for the effective establishment of, and the full functioning of the University Hospital's Business Department. The incumbent will lead the organizational developmental process as it relates to the business ventures of the University Hospital, by implementing business strategies, which enhance the University Hospital's capabilities to earn sustainable income. The Business Unit must therefore identify possible markets as well as setting up internal systems to maximize the efforts to earn additional income.

Key Responsibilities

- Develops and implements the business, marketing and reimbursement strategic plan, in keeping with the University Hospital Board of Management's strategic direction. Quarterly budget reviews must be done;
- Develops the blueprint for the University Hospital's marketing efforts and ensures that these plans are communicated to all stakeholders. The plans must be understood and accepted by all the players to be successful;
- Develops, implements and maintains an effective communication system that speaks to both the internal and external lines of communication that are essential to the functioning of the department;
- Ensures that the customer and the general public are provided with useful information on an ongoing basis by working with the CEO's Office and the University Hospital's Public Relations contractors on the public relations strategy for the Unit;
- Develops, implements and maintains a system for the efficient collection of hospital fees. Such system must be user friendly to the customer, causing very little or no discomfort to the customer as he/she moves through the continuum of care;
- Develops, implements and maintains a billing system that is efficient, and provides the customer with accurate billing information in a timely manner. Works consistently with other Business Managers, that is, Tony Thwaites Wing, Operating Theater/ICU, Radiology, Pharmacy and other areas to ensure the billing and collection systems are consistent with the required standards, as outlined in the Units Strategic Plan and in keeping with the University Hospital's strategic direction;
- Collects and collates the statistics and all relevant information for submission to the Chief Executive Officer for the Board's revision and assessment and for the planning and projection of new initiatives. The manager is also required to make recommendations from time-to-time for the enhancement of the Unit and the overall business strategy on a whole;
- Works in collaboration with the University of the West Indies Laboratories and Health Center to identify services that the hospital can offer, and to implement strategies to ensure these services are provided and the hospital is reimbursed timely for such services.

Hospital Efficiencies

- Advises the Chief Executive Officer on the levels of efficiency the hospital can achieve in its operation. Therefore, the incumbent is required to assess specific functions in a systematic manner and submit the findings and recommendations for consideration;
- Advises and educates Department Heads on issues affecting the efficiency of their operations and the impact on the generation of income, and seeks to arrive at solutions that will provide a cost-effective approach to the services that are offered;
- Develops, implements and maintains a system for night auditing of hospital income. Identifies the skills and competencies that are necessary to supervise and monitor night operations;
- Develops, implements and maintains a system to assess patients and customers' satisfaction of the services. Develops a system for night audit to enable greater control and accountability;

- Works towards the continued improvement of the patient assessment process and ensures that patients are treated with respect. Creates and encourages an environment of responsiveness to patients' needs and the confidentiality of patient information;
- Participates in the hospital's Utilization Management Programme and is responsible for the assessment of business plans for the implementing of new services and expansion of existing services.

Supervisory Controls

- Supervises the operations of the Unit including the performance of the staff;
- Provides monthly reports on the areas under direct responsibility.

Required Skills and Competencies

- Strong and fair leadership
- Excellent oral and written communication skills
- Strong analytical skills, with the capacity to think strategically and logically
- Creative, innovative, and is a change agent.
- Good economic and business skills
- Displays a high level of integrity and honesty, and can be seen as a role model
- Excellent interpersonal skills

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Business, Marketing or any related field from a recognized institution
- Four (4) years experience in similar capacity, as well as proven success in revenue generation and creation would be an asset.

Applications accompanied by résumés should be submitted **no later than Friday, 20th December 2024 to:**

**Senior Director, Human Resource Management and Development
University Hospital of the West Indies
Mona
Kingston 7**

Email: hrd@uhwi.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**