



Office of the Services Commissions

(Central Government)
Ministry of Finance and the Public Service Building
30 National Heroes Circle, Kingston 4
Jamaica, West Indies
Tel: 876-922-8600
Fax: 876-924-9764
Email: communications@osc.gov.jm
Website: www.osc.gov.jm

CIRCULAR No. 77 **OSC Ref. C.6222¹³**

24th February, 2025

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 **Post and Telecommunications Department**:

1. **Director, Strategic Planning, Performance Monitoring, Policy and Research (GMG/SEG 4) (Vacant) - Strategic Planning, Performance Monitoring, Policy and Research Unit**, salary range \$6,333,301 - \$8,517,586 per annum.
2. **Policy and Research Co-ordinator (GMG/SEG 3) (Not Vacant) - General Administration/ Administration Division**, salary range \$5,198,035 - \$6,990,779 per annum.

1. Director, Strategic Planning, Performance Monitoring, Policy and Research (GMG/SEG 4)

Job Purpose

Under the direction of the Postmaster General, the Director, Strategic Planning, Performance Monitoring, Policy and Research is responsible for preparing the strategic and operational plans for the Post and Telecommunications Department (PTD) and monitoring organizational performance. This role leads the review and analysis of policy documents, providing recommendations for necessary changes, and delivers evidence-based data to inform policies and strategies across PTD operations. Additionally, the Director manages the Department's strategic business planning, ensuring alignment of corporate and support functions with departmental objectives, by utilizing the Cabinet Office's Performance Management Evaluation System (PMES). The Director also integrates expectations from the National Vision Plan, Parent Ministry, and stakeholders into the Strategic Business Plan, ensuring that performance outcomes align with the mission and values of the Post and Telecommunications Department.

Key Responsibilities

- Plans, directs and monitors the work of the Strategic Planning, Performance Monitoring, Policy and Research Unit, by developing its Operational/Unit Plan and Budget and ensuring that Individual Work Plans are prepared by direct reports;
- Ensures the establishment of mechanisms within the Unit to enable the achievement of its objectives effectively and efficiently;
- Prepares Individual Work Plan;
- Guides the co-ordination of Strategic Planning Retreats, Executive Management and Senior Management meetings;
- Prepares reports for and participates in Review Sessions/Quarterly Review Meetings at Parent Ministry;
- Prepares and submits activity/performance, special and other reports for review and action;
- Provides technical advice to the PMG, the Board and other relevant personnel on planning and policy matters;
- Assists in the preparation of briefs, speeches and position papers for the PMG, as required;
- Represents the Department at local and international meetings, conferences and other affairs, as required;
- Prepares and submits performance and other reports as required, and ensures timely submission of all documents/information requested from the Department;
- Directs and co-ordinates a comprehensive Strategic Planning Process for the Department, by ensuring full stakeholder participation in the planning and implementation of performance measures to support its goals, objectives, budget, plans and priorities;
- Leads the development and implementation of the Department's Operational Plan and Budget;
- Solicits the input of Divisional/Branch Heads in the development of their Strategic and Operational Plans and Budget, ensuring that they are directly linked to the Department's strategic objectives and performance indicators;

- Collaborates with the Enterprise Risk Management Specialist to forecast and analyse external variables of strategic importance to the Department and integrates these into the planning process;
- Co-ordinates the activities required for the development of the Department's Budget;
- Develops, implements and maintains policies and procedures to guide the operations of the Department;
- Collaborates with the Public Relations Division to develop a programme for the effective communication of the PTDs policies, programmes and projects with its shareholders;
- Establishes policies and procedures for the implementation, monitoring and evaluation of projects undertaken by the Department, and ensures reporting requirements of all stakeholders/partners are met;
- Co-ordinates, in consultation with the Human Resource Management and Development Branch and other key stakeholders, strategic planning and Budget preparation sensitization sessions, to equip relevant officers with the information needed to participate in the strategic planning process for their respective areas and the Department;
- Monitors the integration of policy, technical and other inputs into the development and review of the Department's Strategic Business and Operational Plan;
- Co-ordinates and chairs periodic strategic business and operational planning and review meetings with internal stakeholders to facilitate the provision of updates, evaluate performance targets and recommends strategies to enhance the achievement of objectives;
- Monitors and enforces compliance with the Government of Jamaica's Performance Monitoring and Evaluation System (PMES), by issuing monitoring and evaluation guidelines to Divisional/Branch Heads and conducts reviews to assess compliance level with established standards;
- Develops performance measures and quantifies intermediate outcomes, outputs, responsibilities, results, products and services, where possible, using unit cost measures to assess programme efficiency;
- Reinforces the use of performance measures to work towards the achievement of identified missions, goals, objectives and any applicable benchmarks;
- Includes PMES requirements and strategies in the performance evaluation instrument, as outlined in the GoJ Accountability Framework for Senior Executive Officers;
- Directs and co-ordinates the preparation of the Department's Annual Report;
- Conducts surveys, analyzes and prepares reports and presents recommendations regarding the Department's planning, implementation and performance in accordance with the guidelines outlined by the Cabinet Office;
- Collects sound financial and non-financial information, and maintains such information in an effective performance database for effective decision making.
- Evaluates critical programmes that are aligned to the Government's priorities;
- Assists Heads of Division/Branch in identifying problems and potential barriers to effective implementation of planned projects, and recommends corrective actions, as required;
- Scans continuously the internal and external environment to identify opportunities for projects, which will assist the Ministry to effectively achieve its long term and short-term objectives;
- Oversees and ensures the effective management of project implementations in accordance with plan;
- Monitors critical paths and adopts a proactive approach to highlighting and initiating corrective action in cases of delay, or any other situations which may affect the timely completion and/or achievement of project objectives;
- Oversees and ensures the development of a research mechanism to provide information and analysis to support the policy and planning functions, in particular, and the overall work of the Department in general;
- Keeps abreast of trends and changes in planning and policy development and makes recommendations for their adoption, where necessary, to enhance the Department's planning and policy development functions;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Excellent oral and written communication skills
- Strategic vision
- Good analytical thinking skills
- Good leadership and people management skills
- Good interpersonal and relationship management skills
- Good planning and organizing skills

Technical:

- Developing and executing organizational plans
- Implementing performance measurement frameworks
- Designing and assessing policy initiatives
- Conducting research and maintaining performance databases
- Forecasting and adapting to organizational changes
- Utilizing ICT tools for planning and monitoring
- Ensuring adherence to government policies
- Knowledge of GoJ's Strategic Planning and Budget Management processes
- Knowledge of performance management techniques and applications
- Knowledge of Public Sector regulations (Public Service Regulations, Staff Orders, Financial Administration and Audit Act, etc.)
- Knowledge of Principles and techniques of research, analysis, and policy development
- Ability to analyze financial and corporate data for decision-making
- Understanding of corporate functions and their strategic contributions

Minimum Required Qualification and Experience

- Master's Degree in one of the following disciplines: Public Policy, Public Administration, Public Sector Management or Business Management;
- Five (5) years' experience in a planning and policy environment in Public or Private Sector;
- Training in Strategic/Corporate Planning would be an asset;
- Training in Project Management would be an asset.

Special Conditions Associated with the Job

- May be required to work beyond regular working hours;
- Spend long hours sitting and using office equipment;
- Required to travel islandwide;
- May be required to travel overseas.

2. Policy and Research Co-ordinator (GMG/SEG 3)**Job Purpose**

The Policy and Research Co-ordinator, under the general direction of the Director, Strategic Planning, Performance Monitoring, Policy and Research, will be responsible for the development, implementation, monitoring and evaluation and provision of advice on all postal policies, as well as liaising with the Parent Ministry to ensure that policies and programmes are aligned with the Ministry's strategic direction and national priorities.

Key Responsibilities

- Participates in the development and implementation of the Department's Operational Plan and Annual Report;
- Prepares monthly and quarterly reports/updates on the status of the Postmaster General's programmes for dissemination, as instructed;
- Maintains a diary of major policies/programmes and advises the Postmaster General accordingly;
- Participates in technical meetings and makes recommendations;
- Maintains a database of strategic policy issues and actions undertaken;
- Attends meetings and represents the Department at conferences, seminars, etc., as required;
- Participates in the development of the Postal Service Transformation Plan, including the development of policy, Action Plans and other documents for implementation, in collaboration with parent Ministry, key stakeholders and other Agencies;
- Drafts and reviews Cabinet Submissions;
- Drafts policy statements, documents and papers for submission to parent Ministry, as required, to support changes in policy, legislation and regulations for the postal industry;
- Develops and reviews, as necessary, organizational policies, procedures and regulations for the Department, and ensures that staff is aware of and adheres to the organization's policies, procedures and regulations;
- Researches and recommends changes to policies, procedures and systems to enhance the functioning of the Department;
- Monitors the implementation of assigned special projects and provides updates accordingly;
- Identifies and tracks issues in the postal industry and evaluates their impact on Government policy and various stakeholders including state Agencies;

- Consults with selected academics, Public and Private Sector technical experts to assess social and economic conditions, efficacy of different kinds of programmes, effects of changes in legislation or public policy and their impact on proposed policies within the postal industry;
- Maintains relationships with key stakeholders, updates records, arranges and co-ordinates internal and external meetings;
- Engages in pre and post meeting activities on policy-related issues, to include the collection of background information from internal and external stakeholders and agenda setting to prepare the Postmaster General for external meetings, press briefings, etc.;
- Liaises with Ministries, Departments, Agencies (MDA's) and other stakeholders to obtain and provide information on policy-related issues in the Postal Industry, and escalates problems/concerns to the Postmaster General's attention;
- Provides advice including options and recommendations for the resolution of policy issues and problems;
- Facilitates and encourages stakeholder participation in the formulation of policy via public meetings;
- Collaborates with the Director, Strategic Planning, Performance Monitoring and Evaluation to collect and analyse qualitative and quantitative data, such as data from public opinion surveys, customer usage of Postal Services, sales of products, etc.;
- Conducts environmental scanning to inform proposals relating to specific projects;
- Keeps up-to-date with current Postal Technology research and analysis techniques, and participates in research work;
- Designs and develops systems and processes to monitor the effectiveness and outcome of legislative and regulatory measures;
- Collaborates with Divisions/Units Heads to prepare/review standard operating procedures (SOPs) for the Department;
- Prepares/reviews research papers, policy documents, reports and other technical documents, as directed by the Postmaster General, and maintains an archive of such documents and briefs;
- Reviews technical documents and correspondence;
- Investigates urgent problems, as assigned by the Postmaster General, and reports on findings to inform the formulation of policy solutions.
- Communicates and monitors implementation of policies, procedures and regulations of the PTD to stakeholders;
- Monitors the implementation of assigned special projects and provides updates accordingly;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Excellent oral and written communication skills
- Integrity
- Customer and quality focus
- Good interpersonal skills
- Teamwork and co-operation
- Goal/result orientation
- Good problem-solving and decision-making skills
- Compliance awareness
- Adaptability
- Ability to use own initiative

Technical:

- Proficiency in relevant software for research, documentation and data analysis
- Ability to support organizational transformation initiatives
- Strong attention to detail and structured problem-solving skills
- Ability to manage projects and co-ordinate activities effectively
- Capability to influence policy decisions and co-ordinate policy initiatives
- Effective stakeholder engagement and consultation skills
- Ability to interpret data, forecast trends, and provide evidence-based recommendations
- Strong report-writing, research and policy analysis skills

Minimum Required Qualification and Experience

- Master's Degree in one of the following disciplines: Public Policy, Public Administration, Public Sector Management or Business Management;
- Five (5) years' experience in a planning and policy environment in Public or Private Sector;
- Training in Strategic/Corporate Planning would be an asset.

- Training in Project Management would be an asset.

Special Conditions Associated with the Job:

- Islandwide travelling;
- Access confidential information within scope of authority;
- Will be required to work beyond normal working hours and on weekends;
- May be required to travelling overseas to attention conference/workshops.

Applications accompanied by résumés should be submitted **no later than Tuesday, 4th March, 2025 to:**

**Director, Human Resource Management and Development
Post and Telecommunications Department
6 – 10 South Camp Road
Kingston**

Email: recruitment@jamaicapost.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**