



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. 89 **OSC Ref. C. 4860¹¹**

3rd March, 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 the following **vacant** posts in the **Ministry of Labour and Social Security**:

1. **Director, International Social Security (GMG/SEG 3)**, salary range \$5,198,035 - \$6,990,779 per annum.
2. **Administrator (GMG/AM 4)**, salary range \$2,803,771 - \$3,770,761 per annum.
3. **Administrative Assistant (GMG/AM 3) - (3 posts) – St. Elizabeth Local Office, Kingston and St. Andrew Local Office (Public Assistance) & St. Catherine Local Office**, salary range \$2,190,302 - \$2,945,712 per annum.

1. Director, International Social Security (GMG/SEG 3)

Job Purpose

The incumbent is responsible for administering the provisions of the Reciprocal Social Security Agreements between the Government of Jamaica and the governments of other countries, and co-ordinates the applications of all other overseas-based pensioners, in accordance with the provisions of the National Insurance Act and Regulations and in keeping with the objectives of the National Insurance Division and the Ministry's mandate.

Key Responsibilities

Technical/Professional:

- Schedules and participates in Reciprocal Social Security Agreement negotiations;
- Administers the articles and administrative arrangements of all Reciprocal Social Security Agreements signed by the Government of Jamaica with other countries;
- Facilitates the exchange of data and information about pensioners and applicants, with countries with which the Government of Jamaica has signed Reciprocal Social Security Agreements;
- Co-ordinates the processing of benefit applications that are under the ambit of the Reciprocal Social Security Agreements;
- Assists with the adjudication of applications from all overseas-based pensioners;
- Conducts workshops on the operations of the Reciprocal Social Security Agreements.
- Prepares and analyses statistics on the operations of the Reciprocal Social Security Agreements;
- Provides information to stakeholders, including international bodies, relating to the operation/administration of the Reciprocal Social Security Agreements;
- Examines matters that may give rise to procedural and/or legal challenges to the administration of the Reciprocal Social Security Agreements, and submits and discusses findings with the relevant officers;
- Provides information/advice to public officers, pensioners and the public about the benefits of the National Insurance Scheme;
- Informs partner social security institutions on amendments to the National Insurance Act that will impact the operations of the Reciprocal Social Security Agreements;
- Serves as the Focal Point of Jamaica with partner social security institutions.

Administrative:

- Co-ordinates the creation of records to comprehensively capture the operations of the Reciprocal Social Security Agreements with partner governments;
- Co-ordinates and monitors the follow-up system to facilitate the completion/resolution of all queries;
- Conducts investigations to determine the status of contributors, claimants and pensioners;
- Updates and tracks claim files electronically to the relevant Units;
- Assists claimants with the completion of benefit application forms;

- Submits annual Statistical Reports to partner Social Security institutions;
- Prepares monthly and quarterly reports;
- Liaises with internal/external stakeholders and international partners;
- Represents the Ministry at meetings, conferences and other functions, as required;
- Participates in the preparation of the Operational Plan and the annual Budget;
- Performs any other related duties that may be assigned from time to time.

Human Resource:

- Assists with the development and welfare of the staff through the assessment of performance evaluations, on-the-job training, and recommendations for the relevant external training;
- Provides guidance to staff through objective setting and communication of targets, as well as through coaching, counselling, training and support, as necessary;
- Monitors the work of direct reports to ensure that the articles of the Reciprocal Social Security Agreements are complied with;
- Recommends leave, acting arrangements and disciplinary action in keeping with the Staff Orders.

Required Knowledge, Skills and Competencies

Core:

- Excellent oral and written communication skills
- Customer and quality focus
- Teamwork and co-operation
- Good planning and organizing skills
- Good interpersonal skills
- Good analytical thinking skills
- Goal/Results oriented
- Integrity
- Managing partners
- Good problem-solving skills

Functional:

- Sound knowledge of the National Insurance Act
- Sound knowledge of the articles of the Reciprocal Social Security Agreements signed by the Government of Jamaica with other countries
- Fair knowledge of the Government of Jamaica Staff Orders
- Proficiency in the use of the relevant computer applications

Minimum Required Qualification and Experience

- First Degree in Business Administration or the equivalent.

Special Condition Associated with Job

- Islandwide and overseas travel required from time to time.

2. Administrator (GMG/AM 4)

Job Purpose

Under the direction of the Director, Social Security, the Administrator provides high-level administrative support to the Division's Executive Management function. This involves managing day-to-day administrative activities, co-ordinating schedules, facilitating communication with internal and external stakeholders, maintaining records, making recommendations to enhance the administrative workflow, and ensuring that the office operates efficiently to support the Division's strategic objectives.

Key Responsibilities

Technical/Professional:

Scheduling and Co-ordination

- Manages schedules and calendars for the Director, Social Security and functionaries of the Executive Management Team, if required, ensuring efficient time management and preparation for meetings and engagements;
- Co-ordinates logistics for meetings, conferences, and official travel, including venue booking, agenda preparation, and the provision of meeting materials.

Communication and Correspondence:

- Drafts, reviews and dispatches official correspondence on behalf of the Director, Social Security ensuring clarity, accuracy and professionalism;
- Handles incoming and outgoing communications, including emails, phone calls and letters, ensuring timely responses and follow-up actions.

Records and Information Management:

- Develops and maintains filing systems for both physical and electronic documents, ensuring secure storage and efficient retrieval;
- Updates and maintains databases, contact lists and other administrative tools to support the smooth functioning of the office;
- Maintains current knowledge of and ensures alignment between administrative practices and Government of Jamaica's administrative and RIM Policy framework.

Administrative Support:

- Assists in drafting Operational and Strategic Plans, reports, briefs and presentations;
- Provides administrative support during the budgeting process, including drafting budgets and tracking expenditures;
- Assists by providing advice regarding administrative processes, where needed;
- Assists with co-ordination of work across Division's administrative team, where needed.

Project and Task Management:

- Monitors tasks assigned to staff within the Division and follows up on deadlines, ensuring that senior officers are informed of progress;
- Participates in special projects, providing necessary logistical and administrative support;
- Identifies and shares cost-effective potential solutions for improvements in administrative workflow, including through the adoption of software solutions.

Stakeholder Liaison:

- Serves as a Liaison between the Director, Social Security, senior officers, and internal/external stakeholders, ensuring smooth communication and professional representation of the Division;
- Performs any other related duties that may be assigned by the Ministry of Labour and Social Security from time to time.

Required Knowledge, Skills and Competencies**Core:**

- Excellent oral and written communication skills
- Strong organizational and time management skills
- High level of professionalism, integrity and confidentiality
- Ability to work collaboratively in a team-oriented environment
- Strong planning and organizing skills
- Strong problem-solving and decision-making skills
- Customer and quality-focused

Technical:

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)
- Knowledge of modern administrative management systems and tools
- Ability to analyze administrative issues and recommend effective solutions
- Records management and database administration

Minimum Required Qualification and Experience

- First Degree in Business Administration or a related field;
- Two (2) years' experience in an administrative role.

Special Condition Associated with Job

- May be required to work beyond regular office hours to meet deadlines;
- Fast-paced work environment with the need for flexibility and responsiveness;
- May be required to travel to remote/volatile areas or long distances alone to conduct work assignments, including in a post-disaster environment.

3. Administrative Assistant (GMG/AM 3) – 3 posts

Job Purpose

Under the direction of the Parish Manager/Regional Director(s), the Administrative Assistant provides a wide range of administrative support services to ensure the efficient and effective operations of the Local Office and its staff.

Key Responsibilities

Technical/Professional:

- Assists with the co-ordination and dissemination of information/documents to various clients (staff/media/general Public/Public Sector);
- Ensures that documents are dispatched through the most effective means, depending on the urgency of correspondence;
- Schedules appointments and provides prompt and accurate information to callers/visitors/clients;
- Processes calls, visitors and correspondence directed to the Sections;
- Assists clients, both in person and on the phone, by supplying information or referring them to the appropriate source;
- Establishes and maintains good working relationships with both internal and external customers of the Section;
- Records and distributes incoming and outgoing correspondences, ensures that they are properly directed, and do any follow-up work necessary;
- Makes photocopy and faxes documents, as necessary;
- Maintains the stock level of stationery within the Section;
- Maintains and continually updates database with names, telephone, fax numbers, e-mail and addresses of clients;
- Assists in the preparation of Corporate, Operational Plans and Budget for the Section and the Centre;
- Produces documents and reports, and transcribes Minutes for circulation;
- Conducts research and collates documents for conferences and press briefings;
- Conducts extensive research to satisfy queries/questions on behalf of the Parish Manager/Regional Director;
- Responds to routine and other correspondence;
- Ensures the Parish Manager/Regional Director is kept abreast of relevant information on issues relating to the Local Office;
- Monitors matters that have been passed to Parish Manager/Regional Director's desk for action;
- Represents the Parish Manager/Regional Director at meetings, seminars and conferences, and records Minutes;
- Arranges meetings and logistics;
- Co-ordinates preparation for the Parish Manager/Regional Director's overseas travel, where applicable;
- Ensures compliance within budgetary constraints;
- Maintains diary and schedules appointments;
- Assists the Telephone Operator in answering telephone calls, finding out problems, and providing the necessary information and guidance sought;
- Assists in the management of correspondence;
- Keeps records of all deadlines to be met and important matters to be dealt with;
- Assists the Records Officer with the management of files;
- Receives and screens visitors, prior to audience with Parish Manager/Regional Director;
- Accesses and sends e-mail via internet;
- Assembles and disseminates information to internal and external personnel, as requested;
- Performs any other related duties that may be assigned, from time to time, by the Parish Manager/Regional Director.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Integrity
- Teamwork
- Customer and quality focus
- Good analytical thinking skills
- Good planning and organizing skills
- Compliance

- Good problem-solving skills

Technical:

- Technology and innovation
- Relationship Management skills
- People Management skills
- Academic leadership skills

Minimum Required Qualification and Experience

- Associate Degree or Diploma in Business Administration or a comparable certification;
- Two (2) years' experience in a similar position.

Special Condition Associated with Job

- May be required to work long hours beyond typical office hours.

Please visit <https://www.lmis.gov.jm/> and submit applications accompanied by résumés **no later than Thursday, 13th March, 2025 to:**

**Senior Director, Human Resource Management and Development
Ministry of Labour and Social Security
14 National Heroes Circle
Kingston 4**

Email: resume@mlss.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**