



CIRCULAR No. 189
OSC Ref. C. 6272¹⁸

30th May, 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 **vacant** post of **Communication Specialist (MCG/IE 6)** in the **Executive Office, Office of the Cabinet**, salary range \$6,333,301 – \$8,517,586 per annum.

Job Purpose

Reporting to the Permanent Secretary/Cabinet Secretary, the Communication Specialist is responsible for developing communication strategies and programmes to support the communication needs (public relations, information output, media requests, website content and social marketing) of the Executive Office, Office of the National Security Advisor (ONSA), other Divisions/Units in the Office of the Cabinet (OC). The Communications Specialist will provide day-to-day management of such programmes that will establish the ONSA as the Office mandated to drive the transformation of the National Security Council and to promote the image of ONSA as the body responsible for the co-ordination and integration of programmes across sectors, and facilitate the building of partnerships with communities, citizens, civil society and all government organizations involved in delivering security services.

Key Responsibilities

Management & Administrative

- Provides technical advice and support to the Permanent Secretary/Cabinet Secretary, the National Security Advisor and other Senior Managers in the Office of the Cabinet, on issues relating to communication;
- Co-ordinates the research, development and implementation of programmes, new initiatives and procedures to effectively support objectives, while responding to modern communication, information and customer service approaches;
- Prepares and submits performance and other reports, as required;
- Supports the preparation of Minutes for meetings of the National Security Council and distributes to stakeholders;
- Leads the development of programmes for the Office of the Cabinet, to inform the policies and plans of the Office of the Cabinet and its Departments and Agencies;
- Participates in the production of ONSA's Annual Report;
- Liaises with key stakeholders on communication issues and prepares/provides responses;
- Co-ordinates public relations and communication activities for the ONSA.

Technical/Professional

- Develops Strategic Communications and Information Plan (CIP) for the Office of the Cabinet in collaboration with the Permanent Secretary/Cabinet Secretary;
- Identifies and addresses the emerging communication needs of the respective Divisions and Units in the Office of the Cabinet, and develops mechanisms to monitor and assess these needs;
- Maintains a summary of internal and external information needs and develops/refines the communication strategy of ONSA to enhance communication;
- Develops and implements policies and strategies to promote ONSA and the Office of the Cabinet's visibility in local, national and international markets, and project a positive image to both external and internal constituents using print, radio, television media and the Internet;
- Monitors the Print, Electronic and Online Media for issues and events with implications for the Office of the Cabinet, advises the Permanent Secretary/Cabinet Secretary and proposes/drafts appropriate interventions/responses;
- Develops and implements a comprehensive National Strategic Communication Programme that will enhance public information, awareness, engagement and support as it relates to the National Security Policy and promotion of national and human security;
- Develops central themes and messages, and communicates to stakeholders, media through the National Security Council;
- Develops mechanisms for consultative strategies to be employed by ONSA to build trust and new partnership among government Ministries, Departments and Agencies, the citizens and civil society;

- Identifies and introduces methods to keep the media, stakeholders and the public informed of the work of ONSA and the Office of the Cabinet (public education, participation and partnership building);
- Develops/recommends/implements programmes within assigned portfolio, which will promote a positive image of the ONSA and the wider Office of the Cabinet;
- Develops appropriate communication and information sharing strategies, to ensure that relevant information is shared with the media, public as well as the internal and external stakeholders;
- Supports ONSA's network communication through developing and making use of new communication strategies and technology;
- Publishes priority areas and/or major events of the ONSA as directed;
- Assists in the documentation of dissemination of methodologies relating to participatory/consultative processes being employed by ONSA and the Office of the Cabinet, including best practices and lessons learnt;
- Liaises with managers and staff in the Office of the Cabinet on public relations matters, and provides guidance/support as needed;
- Prepares/Edits speeches, briefs, feature articles, audio/visual materials, brochures, e-newsletters, booklets, flyers and special reports;
- Co-ordinates the effective monitoring of the media and assists in preparing prompt and correct responses, as well as ensuring that remedial actions are taken, as appropriate;
- Collaborates with JIS and other media houses, as necessary (establishes and maintains an effective working relationship with the media);
- Undertakes coverage and communication support for external events planned by ONSA and the Office of the Cabinet, as required, ensuring that appropriate protocols are in place for communication or any functions planned;
- Arranges and manages press coverage of all events involving the Office of the Cabinet, the Office of the National Security Advisor; attends such events and provides communication support including media liaison and management;
- Liaises with media and handle requests for interviews, statements, etc;
- Researches and prepares news/press releases, articles and features for mass media and company website updates, including newsletters, blog posts and infographics;
- Manages the development of internal publications, such as newsletters, brochures, email announcements, planned publications, on-line, intranet, video, special projects and assignments;
- Monitors and responds to developments in the media and the public arena that may impact the image of the Cabinet Secretary, National Security Advisor and, by extension, the ONSA and the wider Office of the Cabinet;
- Manages media inquiries and co-ordinates press conferences, interviews and events;
- Manages outputs delivered by public relations firms as required;
- Uses appropriate technologies to promote the image and works of the ONSA
- Develops, leads and maintains crisis communication strategies and plans; in the event of a high-concern situation, co-ordinates all communication components;
- Develops programmes, systems and procedures to manage complaints by external customers, thereby ensuring resolution of problems;
- Provides co-ordinating mechanisms for collaboration, consultation and information sharing among Ministries, Departments and Agencies, to facilitate discussions as they relate to serving the people of Jamaica;
- Directs the development of key indicators to measure the performance of Communication and Information programmes within the Office of the Cabinet;
- Leads the development of mechanisms for monitoring customer feedback, and measuring customer satisfaction with the quality of information being delivered to the wider society;
- Develops appropriate communication and information sharing strategies, to ensure that pertinent information is shared with the media, as well as the internal and external customers.

Supervisory

- Manages the welfare and development of direct report(s) by developing work plans, conducting performance evaluations, preparing performance appraisals, identifying/recommending training and development programmes;
- Provides leadership and guidance to direct report(s) through effective planning, delegation, communication, coaching, mentoring and training, providing assistance and support as needed;
- Convenes monthly meetings with direct report(s) to:
 - sensitize/remind them of the policies, procedures and regulations of the Ministry;
 - discuss strategies and plans of achieving the Unit's objectives.
- Recommends vacation/department leave for direct reports, in keeping with established human resource policies;
- Makes provisions for direct reports to have adequate and appropriate resources to enable them to undertake their duties efficiently and effectively;
- Performs other related functions assigned from time to time.

Required Knowledge, Skills and Competencies

Core

- Integrity/Confidentiality
- Excellent leadership and management skills
- Excellent presentation, oral and written communication skills;
- Excellent interpersonal and customer relations skills (ability to communicate effectively with all types of customers, and to give meaningful instructions/guidance);
- Networking, teambuilding and relationship-building skills (ability to build and use formal and informal networks to achieve results).

Technical

- Excellent media relations skills;
- Excellent time and project management skills;.
- Strong research and analytical skills;
- Excellent judgement, problem solving and decision making skills;
- Demonstrates initiative and creativity (ability to effectively express ideas and organize and appropriately deliver information;
- Displays emotional resilience and the ability to withstand pressure on ongoing basis
- Ability to communicate effectively with all types of customers, and to give meaningful instructions/guidance;
- Ability to design programmes, write and effectively communicate with the print and electronic media, as well as the public;
- Knowledge of Government policies and procedures;
- Knowledge of Public Relations and Communication strategies;
- Knowledge of the full range of communications, approaches, tools and methodologies;
- Knowledge of government communication policies and protocols;
- Knowledge of global influences and trends in the communications and journalism fields;
- Proficient in the use of relevant computer applications including Microsoft Office Suite (Word, Excel, PowerPoint), communications technology (internet).

Minimum Required Education and Experience

- Master's Degree in Mass Communication or Public Relations or Journalism or any other related field from a recognized institution.
- At least three (3) years' experience at a senior level in the field of professional communications or journalism, including (but not limited to) work in Public Relations in government settings, and working in an organization of similar size and complexity.
- Experience in developing quality comprehensive Communication Plans and Strategies.
- Training in State Protocol would be an asset.

OR

- Bachelor's Degree in Mass Communications or Public Relations or Journalism or any other related field from a recognized institution.
- At least five (5) years' experience at a senior level in the field of professional communications or journalism, including (but not limited to) work in Public Relations in government settings;
- Experience in developing quality comprehensive Communication Plans and Strategies.
- Training in State Protocol would be an asset.

Applications accompanied by Résumés should be submitted **no later than Thursday, 12th June, 2025 to:**

**Senior Director
Human Resource Development and Management Division
Office of the Prime Minister
1 Devon Road
Kingston 10**

Email: jobs@opm.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**

