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**CIRCULAR No. 138**  
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**5<sup>th</sup> June, 2018**

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 **Director, Corporate Services (GMG/SEG 5)** in the **Corporate Services Division, Ministry of Local Government and Community Development**, salary range \$3,263,736 – \$3,879,557 per annum and any allowance(s) attached to the post.

### **Job Purpose**

Reporting to the Permanent Secretary, the Director, Corporate Services (GMG/SEG 5), provides leadership and direction to the Division to facilitate development and implementation of effective and efficient strategies and policies, with the appropriate monitoring and evaluation techniques that will identify deviation. The incumbent is also responsible to provide technical support as it relates to the interpretation of certain Civil Service rules, regulations, conditions of service, pension and leave administration. The director oversees the adequate staffing of all areas of operations, communication and information technology systems, procurement of goods and services, facilities and office management and records management in keeping with governmental requirements and to achieve the objectives of the Ministry.

### **Key Responsibilities**

- Plans, organizes and directs the work of the Division by overseeing the development of the Corporate, Operational, Work Plans and Budget;
- Implements and reviews the division's policies, procedures and systems to meet the Ministry's goals and objectives;
- Develops, implements and maintains policies and procedures to guide the operations of the Division;
- Troubleshoots areas of potential discontent and takes proactive measures;
- Ensures timely submission of documents requested from the Division;
- Provides expert advice, briefings and support to the Permanent Secretary;
- Oversees the development and implementation of a comprehensive Human Resource strategy within the Ministry to facilitate Corporate Objectives;
- Facilitates the provision of an efficient Leave and Pension Administration programme for the Ministry and Local Authorities;
- Ensures that property and office services are provided in a cost effective manner;
- Ensures cost effective and reliability security and transport services are provided;
- Oversees the provision of information technology systems to transform and modernize the operations of the Ministry, Local Authorities and Agencies;
- Ensures that the records management function of the ministry is in order to deliver reliable and accurate information to support decision making;
- Oversees the provision/development of timely and cost effective public relations and communication strategies for the Ministry, Local Authorities and Portfolio Agencies;
- Represents the Ministry at local and international meetings, conferences and other fora as required;
- Co-ordinates the effective operations of the Units within the Corporate Services, their relationship with Local Authorities and Portfolio Agencies, and ensuring the delivery of high quality service to both internal and external customers;
- Co-ordinates the development, implementation and maintenance of comprehensive Human Resource Policies and Practices within the Ministry, Portfolio Agencies and Municipal Corporations to ensure optimum development of the human capital;

- Ensures the recruitment, direction and retention of staff in keeping with the changing needs of the organization;
- Oversees the implementation of training and development programmes for staff thereby ensuring that a skilled workforce is provided and the strategic objectives of the Ministry are satisfied;
- Oversees the implementation of a Succession Planning programme to ensure continuity of skills, competencies and career advancement of employees within the organization;
- Guides the restructuring of Divisions, Branches and Sections or Units to make the changing requirements of Corporate Objectives and Strategies as identified in the Corporate Planning process;
- Ensures an efficient and accurate Leave and Pension Administration programme within the Ministry and Local Authorities;
- Oversees the administration of discipline and grievance procedures, ensuring consistency, fairness and equity in the workplace;
- Provides consultation to senior management in the redesign of key positions to ensure that their contribution to the overall plan are optimized;
- Conducts regular staff meetings and ad-hoc meetings as necessary to discuss job scheduling and any other issues, problems that impact the division so as to provide solutions for achieving the objectives;
- Oversees the implementation of organizational changes and modernization measures necessary to strengthen the Ministry's abilities to fulfill its responsibilities;
- Conducts periodic reviews of supervisees in accordance with Work Plans;
- Develops and manages the performance of the Division and staff, including transferring of skills, setting performance targets and monitoring performance;
- Ensures the development and implementation of an efficient Human Resource Management Information System database on all staff within the Organization;
- Facilitates the operations of a Documentation and Information Unit ensuring that the relevant policies and best practices are implemented as well as the codes of practice for Access to Information;
- Facilitates the implementation of change management initiative and constantly monitors and reviews the organization's operations, ensuring the relevance of business processes and structures, and that they are in keeping with the Vision, Mission and Goals of the Organization;
- Provides technical advice, recommendations and guidance to address operational weaknesses related to the Ministry and Portfolio Entities;
- Facilitates career development, training and staff recognition awards;
- Ensures the proper management and maintenance of all properties and assets, ensuring that all Government guidelines are adhered to;
- Ensures that all regulations in respect to procurement are met and that best quality of goods and services are secured at the most competitive price;
- Prepares periodic procurement monitoring reports to inform the Permanent Secretary and Senior Managers on significant diversion from the Government procurement policy and procedures;
- Ensures that maintenance of office and plant equipment will facilitate a harmonious and productive environment;
- Ensures that the recurrent need of each programme area, both in terms of goods and office services are determined for the Financial Year and that purchases, custody and dispositions are carried out in a cost-effective way;
- Ensures that physical facilities and assets are managed effectively, so that the Ministry's operation are conducted in a secure, comfortable and functional work environment;
- Monitors the development and implementation of emergency procedures for the protection of staff members and properties;
- Ensures that safety and health standards are maintained by recommending equipment and safety measures to be pursued by staff;
- Ensures the provision of efficient and effective transportation of documents and staff on Ministry's business;
- Keeps abreast of trends and makes recommendations for the adoption where necessary to enhance the overall operation of the Ministry;
- Ensures the development and implementation of an information system strategy for the Ministry, Local Authorities and Agencies;
- Promotes the use of information technology as an agent to transform and modernize the Ministry's operations and strategies;
- Facilitates the design and development of new enabling technologies to support key initiatives and cut across the Ministry and its Departments;

- Participates in the development/establishment of appropriate policy, standards and general procedures in relation to review, appraisal, retention, tracking and retrieval of records, disposal, storage, maintenance and other aspects of records management;
- Participates in the establishment of a performance measurement mechanism for the records management system to identify whether or not the information is being managed efficiently;
- Ensures the provision of public access to records/information in keeping with the legislative requirements of Access to Information Act;
- Oversees the provision of an effective public relation programme for the Ministry, Local Authorities and Agencies;
- Ensures that the appropriate communication and knowledge management systems are in place to facilitate the dissemination of accurate and timely information within the Ministry, Local Authorities and Agencies to the media/general public;
- Ensures the provision of leadership and guidance to all Units, Departments and Divisions within the Ministry on communication and public affairs matter;
- Maintains effective working relations with external and internal stakeholders and clients, ensuring that the division provides a consistently high level of service;
- Devises systems and customer service to assess the performance of the Division in keeping with the Citizens Charter and taking corrective action as is necessary;
- Monitors and evaluates the performance of Direct Reports, prepares Performance Appraisals and recommends and/or initiates corrective actions wherever necessary, to improve performance and/or established personal and/or organizational goals;
- Participates in the recruitment of staff for the Division and recommends transfers, promotion, termination and leave in accordance with established Human Resource Policies and Procedures;
- Develops and implements in collaboration with the Human Resource Department, a programme of Succession Planning for the Division to facilitate continuity and the availability of required skills and competencies to meet the needs of the Division;
- Provides leadership and guidance to Direct Reports through effective planning, delegation, communication, training, mentoring and coaching;
- Ensures the welfare and developmental needs of staff in the Division are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and Organization's goals.

#### **Required Knowledge, Skills and Competencies**

- Strong leadership skills
- Good interpersonal and people management skills
- Excellent oral and written communication skills and strong persuasive and presentation skills
- Excellent planning and organizing skills
- Proficiency in the use of relevant computer applications
- Sound judgment and integrity/ethics exercised in the performance of duties
- Excellent knowledge of Laws and Regulations governing the operations of Division
- Excellent diagnostic and strategic management skills
- Excellent problem-solving skills
- Demonstrate initiative to solve operational issues
- Knowledge of Local Government and local governance matters and in particular the Government of Jamaica's Local Government related programmes and activities
- Knowledge of Human Resource Management Policies, Procedures and Regulations
- Knowledge in procurement procedures and guidelines

#### **Minimum Required Qualification and Experience**

- Master's Degree in Public Administration/Public Sector Management/Business Administration or related disciplines from a recognized tertiary institution;
- Five (5) years professional experience in a Senior Management position **or** ten (10) years in Human Resources or Operations.

Applications accompanied by résumés should be submitted **no later than Friday, 15<sup>th</sup> June, 2018 to:**

Senior Director  
Human Resource Management and Development  
Ministry of Local Government and Community Development  
85 Hagley Park Road  
Kingston 10

Email: [hrd@mlgcd.gov.im](mailto:hrd@mlgcd.gov.im)

Further details of the position may be obtained from the Human Resource Management and Development Section.

Please note that only short listed 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.**



Merle I. Tam (Mrs.)  
for Chief Personnel Officer (acting)