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**28<sup>th</sup> March, 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 following vacant posts in the **Office of the Services Commissions (OSC) (Central Government)**:

1. **Director, Corporate and Special Services (GMG/SEG 4)**, salary range \$2,777,255 - \$3,301,284 per annum (as @ April 1, 2018) and any allowance(s) attached to the post.
2. **Director, Human Resource Policy and Standards (GMG/SEG 3)**, salary range \$2,246,451 - \$2,670,325 per annum (as @ April 1, 2018) and any allowance(s) attached to the post.
3. **Recruitment and Selection Specialist (GMG/SEG 2)**, salary range \$1,852,947 - \$2,202,571 per annum (as @ April 1, 2018) and any allowance(s) attached to the post.
4. **Human Resource Auditor (GMG/SEG 2) – (3 posts)**, salary range \$1,852,947 - \$2,202,571 per annum (as @ April 1, 2018) and any allowance(s) attached to the post.

**1. Director, Corporate and Special Services (GMG/SEG 4)**

**Job Purpose**

Under the direction of the Chief Personnel Officer, the incumbent will oversee the operation of the Corporate Office including Human Resource, Finance and Information Technology and the development and maintenance of the Organization's business practices, policies and procedures in achieving its overall goals and objectives.

**Key Responsibilities**

***Policy and Strategic Management:***

- Leads the development and implementation of the Department's business plan, Corporate/Operational Plan and Strategic goals and objectives;
- Develops and maintains the Departments business practices, policies and procedures, and associated functions of each;
- Leads the preparation of the Annual and Supplementary Budgets for the Department through a process of co-ordination and consultation with budget officer in accordance with the established budget ceilings and guidelines;
- Facilitates the integration of the planning and budgeting processes and ensures that Units have measurable outputs and targets and monitors the processes to ensure direct linkages with the Corporate Plan, budget and cash flow;
- Develops and implements a Succession Planning programme in collaboration with Human Resources to ensure continuity of skill and competencies in the Department and personal development and career advancement of employees;
- Plans, organizes and directs the work of the Units and provides senior management with a rational and systematic approach to the development of Operational plans, allocation of human and financial resources, monitoring and programme evaluation;
- Participates in the periodic reviews of Human Resource policies as outlined in the Staff Orders and Public Service Regulations and makes recommendations for changes where necessary to maintain currency and relevance with changes in Government policies and contemporary human resource practices;

- Develops and evaluates policies and procedures in relation to human resource management matters to ensure optimal efficiency and effectiveness in keeping with the needs of the Public Service;
- Manages the operations of the various sub-units;
- Prepares and submits reports, position papers and other documents as required;

***Technical/Professional:***

**To provide advice on policies and technical guidance to the Chief Personnel Officer and other members of the senior management team in order to achieve the goals and objectives of the Department and maintain good working relationships with key stakeholders**

- Provides advice to the Chief Personnel Officer and other Directors on matters relating to the acquisition allocation, utilization and disposition of financial, human, physical, material or information resources;
- Provides advice on the implementations of key decisions on financial, human, physical, material or information resources;
- Consults with the Chief Personnel Officer on programme monitoring results and recommends strategies for correcting variances from planned targets;
- Provides policy interpretation and technical advice to the Chief Personnel Officer and Unit Heads to ensure effective co-ordination of functions and compliance with government rules and regulations;
- Initiates innovation or changes in internal management practices, systems and policies with a view to improve efficiency and reduce costs;
- Disseminates information to staff regarding changes in policies and procedures and other matters to ensure that high levels of compliance are maintained;
- Prepares performance management reports relating to various Corporate Services matters and submits same to the Chief Personnel Officer;
- Forges strategic alliance with the senior managers in ministries, department and agencies that fosters collaboration and partnership with a view of improving the efficiency and effectiveness of services provided;
- Attends Finance Committee, Public Accounts Committee meetings and budget debates at the Ministry of Finance and the Public Service and the Houses of Parliament, as necessary.

**To oversee and ensure the effective management of the human resource management and administration functions to support the efficient and effective operations of the Department to facilitate the achievement of the corporate objectives**

- Ensures that proper human resource management procedures are being followed and that staff satisfaction is achieved;
- Monitors the development and effective implementation of a performance management system to continuously evaluate and monitor the progress of the individuals and Department;
- Assists with organizational reviews on systems and controls with a view to ensure their soundness, effectiveness and compliance with government policies;
- Monitors the performance of the Units and makes recommendations for corrective action and changes in plans where necessary;
- Assists in the restructuring and reorganization of units to meet the changing requirements of Corporate Objectives and Strategies as identified in the Corporate and Strategic Planning process;
- Directs the preparation of the Quarterly Reports across Units and compiles draft submission to the Chief Personnel Officer;
- Determines administration gaps and co-ordinates the standardization of procedures throughout the Department;
- Ensures that adequate supplies/amenities are available and office equipment is in good working order;
- Oversees the procurement of goods and services for the Department in accordance with government's procurement policies and procedures;
- Analyzes documents tendered by companies for supply of goods and/or services, in consultation with technical experts and prepares recommendations and makes presentations to the Procurement Committee and the Chief Personnel Officer;
- Examines and co-ordinates submissions to the Procurement Committee and advises the Unit making submissions of the decisions of the Committee.

**To oversee and ensure the effective management of financial functions throughout the Department to facilitate the achievement of the corporate objectives**

- Develops and administers systems and procedures that provide effective control over financial and human resources;
- Oversees the preparation of cash flow statements across Units and manage the containment of expenditure within warrant limits through commitment planning and control;
- Co-ordinates the preparation of responses to audit queries across the Department for the attention of the Chief Personnel Officer;
- Ensures that adequate financial resources are available prior to funds being committed and that the required documentation is provided to support payments in compliance with the Government's accounting principles and practices.

**To facilitate the provision of information technology systems to support the efficient and effective operations of the Department**

- Oversees the provision of information requirements to all internal and external customers of the Department in a timely, responsive, and cost-effective manner;
- Oversees the development, upgrade and implement of information systems in accordance with the needs of the Department;
- Participates/initiates plans and implements strategies that will ensure the achievement of the Department's Information Technology objectives and goals;
- Ensures the optimum use of the Department's Information Technology resources.

***Human Resource Management:***

- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring, coaching and performance assessment;
- Ensures staff is aware of, and adheres to organizational policies and procedures;
- Ensures the effective utilization of staff in the team to maximize productivity and enhance personal development;
- Ensures the welfare and developmental needs of direct reports are clearly identified and addressed.

***Other:***

- Leads/participates in internal and external cross-functional teams to represent the views and interests of the Office as required;
- Acts as resource persons on selection panels service wide;
- Oversees the processing of applications for permission to accept paid employment and/or auditorship/directorship of a company/society or operate personal business;
- Performs any other duty that may be assigned from time to time by the Public Service Commission and/or the Chief Personnel Officer.

**Required knowledge, Skills and Competencies**

- Excellent knowledge of Human Resource Management framework and regulations (eg. Public Service Regulations, Staff Orders, Accountability Agreements) and Labour Laws of Jamaica
- Excellent knowledge of Government administration and financial accounting and procurement
- Excellent Problem-Solving ,Strategic Thinking and Analytical Skills
- Excellent Human Resource/People Management skills
- Excellent oral and written communication skills
- Excellent leadership skills
- Good planning and organizing skills
- Sound personal and professional integrity
- Sound technical knowledge and expertise
- Confidentiality
- Computer literary (Microsoft Office suite)

**Minimum Required Qualification and Experience**

- Master's Degree in Business Administration, Management Studies, Human Resource Management or any other related discipline;
- Six (6) years' experience in the Public Sector, three (3) years of which must be at the managerial level.

### **Special Condition Associated with the Job**

- Position requires travelling and occasional overnight stays.

## **2. Director, Human Resource Policy and Standards (GMG/SEG 3)**

### **Job Purpose**

Under the general direction of the Deputy Chief Personnel Officer, Information Standards and Education, the incumbent is responsible for:

- Identifying, researching and analyzing policy issues related to Public Sector Human Resource Management and Development; formulating policy options and frameworks;
- Making recommendations as to how the Public Sector Human Resource policies and programmes should be shaped to support delivery of more efficient and effective public services and the achievement of national objectives.

### **Key Responsibilities**

- Identifies areas of the Public Sector Human Resource operations which could benefit from additional research, and produces analytical reports, and studies:
  - ✓ Undertakes research into issues relevant to the Human Resource policies and practices; conducts all phases of research projects inclusive, but not limited to, literature reviews, design and development of research proposals and instruments
  - ✓ Manages the collection, compilation and relevance of quantitative and qualitative data as well as summarizes and analyses the data
  - ✓ Reviews and analyzes data and provides recommendations on the management of issues and the modification/ development of policy and programmes in keeping with the modernization of the Public Sector
  - ✓ Identifies the interlinkages between proposed Human Resource regulations and policy initiatives and existing policies and programmes within the Public Sector;
- Drafts proposals for policies, programmes, studies and frameworks to support implementation of the HR agenda within the Public Sector:
  - ✓ Develops evidenced-based policy proposals, frameworks and programmes on relevant areas of human resource management and development or modifies existing policies, frameworks and programmes as appropriate
  - ✓ Compiles reports on programme development and implementation for presentation by the Chief Personnel Officer to governance bodies, international development partners and other stakeholders; attends meetings/conducts sessions with stakeholders; provides advice on matters concerned with the development, review and implementation of the policies
  - ✓ Assists in the assessment of policy, legislative and regulatory impact of proposed policies, frameworks and programmes;
- Assists as required in the designs and identification of appropriate methodologies for implementing Human Resource initiatives and conducting evaluations of Human Resource policies:
  - ✓ Collaborates with other OSC Units in tracking and reporting on the implementation of policies and the status of programmes and projects to support the achievement of public sector Human Resource objectives in accordance with prescribed priorities and performance benchmarks
  - ✓ Participates in the analysis of findings, preparation of reports, summary documents and material for publication/ communication
  - ✓ Assists in conducting evaluations of existing HR policies, frameworks and programmes including developing programme evaluation criteria and methods;
- Prepares, analyzes and reviews Cabinet Submissions and Cabinet Notes as required;
- Co-ordinates the planning, research, and development of new Human Resource policies and studies as assigned and develops plans and guidance to support implementation;
- Documents and evaluates for adoption, best practice approaches and techniques to identified HR initiatives;
- Presents analytical reports and policy and programme evaluations to relevant stakeholders;
- Monitors and analyzes domestic and/or international HR issues; develops trends, metrics and forecast indicators; identifies strategic issues and determines policy implications;

- Investigates specialized areas assigned by the Deputy Chief Personnel Officer, Information Standards and Education (ISE)/Chief Personnel Officer and provides timely and current data for the development of policies, programmes, and initiatives for subsequent application to specific problems;
- Participates in technical and other working groups related to the Government's national Human Resource agenda and priorities.

***Human Resource Management:***

- Provides leadership and guidance to Direct Reports through effective planning, delegation, communication, training, mentoring, coaching and performance assessment;
- Ensures staff is aware of and adheres to organizational policies and procedures;
- Ensures the effective utilization of staff in the Unit to maximize productivity and enhance personal development;
- Ensures that the welfare and developmental needs of Direct Reports are clearly identified and addressed.

**Required Knowledge, Skills and Competencies**

- **Communication** – Ability to clearly and fluently express oneself in writing and in speech, in a manner that is appropriate for the audience, while maintaining awareness of non-verbal modes of communication
- **Facilitation** – Ability to lead or work through a process which seeks to build consensus amongst a diverse group around an issue, in a manner that is non-confrontational, engaging and yields the best possible outcome for the organization
- **Teamwork and Shared Responsibility** – Ability to work cooperatively with others, in pursuit of mutual goals; sharing responsibility with individuals and groups with intent to foster the long-term learning or development of others as well as a deep sense of commitment and ownership
- **Networking** – Ability to establish, maintain and utilize a broad network of contacts in order to keep a pulse on public, political and internal issues and to make informed decisions. It includes identifying who to involve, as well as when and how to involve them in order to accomplish objectives and minimize obstacles
- **Results Orientation and Initiative** – Ability to achieve desired outcomes; setting goals and priorities that maximize the use of the resources available to consistently deliver results against Government direction, organizational objectives and stakeholder expectations
- **Flexibility and Adaptability** – Ability to adapt to and work effectively within a variety of situations, and with various individuals or groups. Understands and appreciates different and opposing perspectives on an issue, adapting one's approach as situations change, and changing or easily accepting changes in one's own organisation or job requirements
- **Commitment to Continuous Learning** – Ability to actively pursue learning and development in order to effectively execute assignments and achieve meaningful results; contributing to personal and professional improvement; supporting and encouraging the learning and development of others
- **Problem Solving** – Ability to apply analysis and strategic thinking to identify effective options for action
- **Research and Analysis** – Ability to obtain and synthesize information so that recommendations and decisions can be made
- **Team Leadership** – Ability to mobilize people to work toward a shared purpose in the best interest of the organization, the people comprising it and the people it serves, in accordance with clear expectations and goals. It involves attracting, supporting, developing and retaining a talented and diverse workforce and demonstrating concern for individual differences and employee morale
- **Planning and Organizing** – Demonstrates the required discipline of planning, organizing and managing resources to bring about the successful completion of specific assignments
- **Interpersonal /Social skills** – Identifies, assesses, and manages one's own emotions in relation to others; knows when to display the behaviour appropriate to the environments/situations they are in
- **Integrity** – Behaves in an honest, fair and ethical manner; shows consistency in words and actions; models high standards of ethics
- **Technical Knowledge:**
  - Demonstrates a thorough knowledge of the Jamaican public sector as well as international public management theories and philosophies; has a thorough knowledge of issues relating to the modernization agenda and government's policy formulation, monitoring and evaluation processes;
  - Strong IT skills especially in the use of the Microsoft suite of Office products.

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

- First Degree in Public Administration/Management, Social Science or Economics with specialized training in policy development and analysis and four (4) years' or more experience in the Public Sector in a policy related field;
- Masters Degree in Social Policy, Public Sector Management or equivalent would be an asset.

### **3. Recruitment and Selection Specialist (GMG/SEG 2)**

#### **Job Purpose**

The incumbent will design, develop and administer job selection tools as well as provide recruitment services to facilitate the appointment of public sector employees in keeping with the principles of merit, transparency and equity.

#### **Key Responsibilities**

##### ***Policy and Strategic Management:***

- Participates in the development and implementation of the Annual Unit Operational Plan;
- Prepares and submits reports, position papers and other documents as required.

##### ***Technical/ Professional:***

- Provides technical advice and support on recruitment and selection practices and policies;
- Provides supervision to Human Resource Officers in the Ministries, Departments and Agencies by providing directives and advice, reviewing work and ensuring compliance with the regulatory framework;
- Analyzes job groups across the Public Service in order to ascertain the core competencies needed for effective performance;
- Develops Selection Tools and Tests to assess the competencies of job applicants in the recruiting processes;
- Conducts in-depth interviews, internet and desk searches and administers questionnaires in order to determine the specific job requirements to be used in the design and development of customized selection tools and tests;
- Administers and/or provide guidance on the administration of selection tools and tests;
- Develops marking schemes/assessment instruments to be used in assessment exercises and instructs assessors in the use of the same;
- Assesses the performance of candidates in written and oral selection exercises;
- Prepares Outcome Reports;
- Ensures the maintenance of a data-bank of selection tools and tests and other related data including names of applicants and dates of participation in selection processes in keeping with test-retest policies guidelines;
- Liaises with Human Resource Personnel in Ministries/Departments/Executive Agencies in order to ascertain recruitment trends and needs in the area of selection tools and tests;
- Provides advice on the development of programmes to promote best practices in the area of recruitment and selection in the Public Service;
- Designs and/or delivers training programmes to equip Human Resource practitioners and other managers/supervisors with the skills and knowledge required in the area of recruitment and selection;
- Provides expertise on job selection panels.

##### ***Human Resource Management:***

- Provides leadership and guidance to direct reports through effective planning, delegation, communication, mentoring, and coaching and performance assessment;
- Ensures that staff is aware of and adheres to organizational policies and procedures;
- Ensures that the welfare and developmental needs of Direct Reports are clearly identified and addressed;
- Represents the OSC at interviews, meetings and conferences.

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

- Sound knowledge of public sector Human Resource policies and procedures, particularly those related to recruitment and selection
- Computer literacy (Microsoft Office Suite)

- Excellent leadership and management skills
- Sound analytical skills
- Creative thinking capacity
- Excellent interpersonal skills
- Good decision making skills
- Excellent negotiating and problem solving skills
- Sound personal and professional integrity
- Excellent customer orientation skills
- Excellent oral and written communication skills
- Sound research skills
- Sound interviewing skills
- Networking skills

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

- Undergraduate Degree in Human Resource Management or Psychology or any other related field;
- Four (4) years' experience as a Human Resource Practitioner, with special emphasis on recruitment and selection and/or job analysis.

#### **Special Condition Associated with the Job**

- Position requires travelling and occasional overnight stays.

#### **4. Human Resource Auditor (GMG/SEG 2) – (3 posts)**

##### **Job Purpose**

The incumbent will support the Senior Human Resource Auditor in assessing the performance of Ministries/Department/Executive Agencies to determine compliance with guidelines governing the management of delegated Human Resource functions.

##### **Key Responsibilities**

###### ***Technical/Professional:***

- Assists with the development and implementation of the audit and monitoring programmes for Ministries/Departments/Executive Agencies assigned;
- Assists in conducting Human Resource Audits by examining Minutes of Human Resource Committees' meetings, personal and other files and other sources of secondary data, as well as assists in the conducting of interviews and focus group discussions to determine the level of compliance to the standards outlined in the Accountability Agreement;
- Prepares working papers and reports on audit findings for submission to the Senior Human Resource Auditor and/or Director, Human Resource Audit;
- Makes recommendations for corrective action and improvement;
- Conducts on-going monitoring activities including site visits of the Ministries/Departments/Executive Agencies assigned and examination of personnel transactions and quarterly reports submitted;
- Prepares monitoring reports as required, as well as provides assistance in the preparation of audit reports;
- Provides general information on Human Resource issues affecting delegation as requested.

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

- Sound analytical skills
- Sound interpersonal/ communication skills
- General knowledge of the general operations of the machinery of Government, especially the Public Sector Human Resource Management and Development framework
- Sound personal and professional integrity
- Excellent customer orientation skills
- Computer literacy (Microsoft Office suite)

**Minimum Required Qualification and Experience**

- First Degree in Human Resource Management/Development, Public Administration, Management, any equivalent combination of qualifications and training.

**Special Condition Associated with the Job**

- Position requires travelling and occasional overnight stays.

Applications accompanied by résumés should be submitted **no later than Friday, 20<sup>th</sup> April, 2018 to:**

Director, Human Resource Management and Development  
Office of the Services Commissions (Central Government)  
30 National Heroes Circle  
Kingston 4

Email: [sjohnson-mason@osc.gov.jm](mailto:sjohnson-mason@osc.gov.jm)

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.**



M. Martinez (Mrs.)  
for Chief Personnel Officer (acting)