



OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING
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CIRCULAR No. 77
OSC Ref. C.6123³

5th March, 2019

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 post of **Public Education Manager (Grade 6) - (Vacant)** in the **Administrator-General's Department (AGD)**, salary range \$2,129,479 - \$3,331,075 per annum and any allowance(s) attached to the post.

Job Purpose

The incumbent will:

- Manage the public relations and corporate communications functions;
- Educate the public about the role and services of the Administrator General's Department (AGD);
- Build and maintain a positive corporate image of the Department.

Key Responsibilities

Management/Administrative:

- Develops the Section's Operational Plan and Budget, monitors performance of targets; recommends changes as necessary to facilitate shift in priorities and attainment of established targets. Develops/reviews operating policies and procedures for the Section, ensuring they are consistent with best practice and the objectives of the Department;
- Prepares reports, position papers and other documents for internal and external reporting as required;
- Co-ordinates the non IT preparation of information for the website, ensuring accuracy;
- Represents the AGD at meetings, conferences and other fora as required.

Technical/Professional:

- Develops and implements the Public Relations and Corporate Communication Strategy and Plan for the Department; periodically reviews to maintain relevance to the strategic direction and priorities of the Department;
- Designs and executes public relations seminars and external requests for presentations;
- Establishes mechanisms to monitor the print and electronic media and other forum to identify publicly voiced concerns related to the AGD; co-ordinates the design and dissemination of timely and informative responses in a manner conducive to the corporate image of the Department;
- Periodically assesses the information needs of the public and utilises creative and effective communication medium, methods and tools to address the needs identified;
- Contributes to the preparation of the Annual Report and leads the production of other routine and special publications produced by the AGD;
- Prepares speeches and other presentation materials for the Chief Executive Officer (CEO)/Administrator General and other executive staff as required;
- Establishes and maintains effective relationships/contacts with the media ensuring timely response to requests for information; manages requests for information under the Access to Information Act ensuring compliance;
- Co-ordinates the design and execution of advertising and publicity programmes to continuously inform and educate the public on the role and work of the AGD;
- Plans and executes formal and informal functions and other Public Relations events on behalf of the AGD;
- Collaborates with IT Division in the management of the website; co-ordinates the provision of content materials ensuring information is current, accurate and complete;
- Provides technical advice to the CEO and management on communication and public relations matters.

Customer Service:

- Develops and periodically reviews the Customer Service Charter for the Department ensuring alignment with the Department's Core Values and the Government's Customer Service Charter;
- Periodically assesses the customer service operating processes to identify areas for improvement (including use of technology) to enhance efficiency and makes recommendations for such changes;
- Inspects the waiting area regularly; monitors service delivery quality and also to ensure the area is kept clean and tidy;
- Investigates and responds to customer complaints;
- Develops and implements mechanisms to measure and evaluate service delivery of the Department; analyses data and provides feedback to respective Sections; monitors to ensure appropriate action is taken to address negative findings within the control of the Department.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills with demonstrated knowledge of writing for mass media
- Sound technical knowledge and skills
- Demonstrated knowledge of events planning and audio visual production
- Proficiency in public speaking with sound knowledge of protocol
- Excellent interpersonal, networking and social skills
- Proficiency in the use of relevant computer applications
- Excellent analytical and problem solving skills
- Excellent planning and organizing skills with the ability to work under pressure and meet deadlines

Minimum Required Qualification and Experience

- Bachelor's Degree in Mass Communication, Marketing or Public Relations;
- Three (3) years' experience in Public Relations.

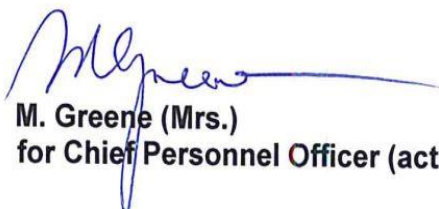
Applications accompanied by résumés should be submitted **no later than Monday, 18th March, 2019 to:**

**Human Resource and Administration Executive
Administrator-General's Department
Office Centre Building
12 Ocean Boulevard
P.O. Box 458
Kingston**

Email: hradmin@agd.gov.im

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. Greene (Mrs.)
for Chief Personnel Officer (acting)**