CIRCULAR No. 43   **4th March, 2026**
OSC Ref. C.6222[13]

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/be assigned to the following posts in the **Post and Telecommunications Department:**

1. **Policy Research Co-ordinator (GMG/SEG 3) (not vacant)**, salary range $5,198,035- $6,990,779 per annum.

2. **Webmaster/ Multimedia Specialist (MIS/IT 4) (not vacant)**, salary range $3,501,526- $4,709,163 per annum.

1.   Policy Research Co-ordinator (GMG/SEG 3)

Job Purpose

Reporting to the Director, Strategic Planning, Performance Monitoring, Policy and Research will be responsible for the development, implementation, monitoring and evaluation and provision of advice on all postal policies, as well as liaising with the Parent Ministry to ensure that policies and programmes are aligned with the Ministry's strategic direction and national priorities.

Key Responsibilities

Management and Administrative
- Participates in the development and implementation of the Department's Operational Plan and Annual Report;
- Prepares monthly and quarterly reports/updates on the status of the Postmaster General's programmes for dissemination, as instructed;
- Maintains a diary of major policies/programmes and advises the Postmaster General accordingly;
- Participates in technical meetings and makes recommendations;
- Maintains a database of strategic policy issues and actions undertaken;
- Attends meetings and represents the Department at conferences, seminars, etc., as required.

Technical/Professional
- Participates in the development of the Postal Service Transformation Plan, including the development of policy and Action Plans and other documents for implementation, in collaboration with Parent Ministry, key stakeholders and other Agencies;
- Drafts and reviews Cabinet Submissions;
- Drafts policy statements, documents and papers for submission to Parent Ministry, as required to support changes in policy, legislation and regulations for the postal industry;
- Develops and reviews as necessary, organizational policies, procedures and regulations for the Department and ensures that staff is aware of and adheres to the organization's policies, procedures and regulations;
- Researches and recommends changes to policies, procedures and systems to enhance the functioning of the Department;
- Monitors the implementation of assigned special projects and provides updates accordingly;
- Identifies and tracks issues in the postal industry and evaluates their impact on Government policy and various stakeholders including state Agencies;
- Consults with selected academics, Public and Private Sector technical experts to assess social and economic conditions, efficacy of different kinds of programmes, effects of changes in legislation or public policy and their impact on proposed policies within the postal industry;
- Maintains relationships with key stakeholders, updates records, arranges and coordinates internal and external meetings;
- Engages in pre and post meeting activities on policy-related issues to including the collection of background information from internal and external stakeholders and agenda setting to prepare the Postmaster General for external meetings, press briefings, etc.

- Liaises with Ministries, Departments, Agencies (MDA's) and other stakeholders to obtain and provide information on policy-related issues in the Postal Industry and escalates problems/concerns to the Postmaster General's attention;
- Provides advice including options and recommendations for the resolution of policy issues and problems;
- Facilitates and encourages stakeholder participation in the formulation of policy via public meetings;
- Collaborates with the Director, Strategic Planning, Performance Monitoring and Evaluation to collect and analyse qualitative and quantitative data such as data from public opinion surveys, customer usage of Postal Services, sales of products etc.;
- Conducts environmental scanning to inform proposals relating to specific projects;
- Keeps up-to-date with current Postal Technology research and analysis techniques and participates in research work;
- Designs and develops systems and processes to monitor the effectiveness and outcome of legislative and regulatory measures;
- In collaboration with Divisions/Units Heads, prepares/reviews standard operating procedures (SOPs) for the Department;
- Prepares/reviews research papers, policy documents, reports and other technical documents as directed by the Postmaster General and maintains an archive of such documents and briefs;
- Reviews technical documents and correspondence;
- Investigates urgent problems as assigned by the Postmaster General and reports on findings to inform the formulation of policy solutions;
- Communicates and monitors implementation of policies, procedures and regulations of the PTD to stakeholders;
- Monitors the implementation of assigned special projects and provides updates accordingly;
- The incumbent may, from time to time, be assigned duties not specifically outlined within the Job Description but are within the capacity, qualifications and experience generally expected from a person occupying this position.

Required Knowledge, Skills and Competencies

Core:
- Excellent oral and written communication skills;
- Excellent interpersonal skill;
- Excellent problem solving and decision making skills;

Technical:
- Knowledge Policy development
- Knowledge of Government policy formulation, monitoring and evaluation processes and parliamentary procedures
- Knowledge of policy objectives, operations and planning processes
- Knowledge of the legislative process
- Knowledge of prevailing social and economic factors impacting the Postal Sector
- Knowledge of relevant environment standards and regulations
- Knowledge of strong research and consultative skills
- Knowledge of universal Postal Union Standards
- Knowledge of Post Office Act (1941)
- Knowledge of Postal Industry and its operations
- Knowledge of process improvement opportunities while taking into consideration industry trends and best practices

Minimum Required Qualification and Experience

- Bachelor's Degree in Social Sciences including Management/Business/Public Policy/Public Administration or any other related field or equivalent qualifications.
- Minimum of four (4) year's related experience with two (2) year's being at the middle management level.
- Sound experience in general administration.
- Experience in dealing with matters of a highly confidential and sensitive nature.
- Experience in relating to senior officers in the Public and Private Sectors.

Special Conditions Associated with the Job

- Island-wide travelling.
- Access confidential information within scope of authority.
- Will be required to work beyond normal working hours and on weekends.
- May be required to travelling overseas to attention conference/workshops.

2. **Webmaster/ Multimedia Specialist (MIS/IT 4)**

Job Purpose

Reporting to the Manager, Software Development and Database Administration, the Webmaster/Multimedia Specialist (MIS/IT 4) ensures that the Department's Websites and Intranet are maintained and that web-related materials are conducive to the policies and procedures of the organization and that all multimedia publications and presentations are of a high standard.

Key Responsibilities

Management and Administrative
- Collaborates with supervisor in the development of Unit and Individual Work Plans;

Technical/Professional
- Creates and reviews Website and Social Media policies and liaises with supervisor and Staff regarding any amendments;
- Develops, organizes and maintains the Department's Websites and Intranet;
- Integrates multimedia assets and applications into designated areas, such as presentations and publications;
- Researches new standards, technologies and plans for enhancing the Website and makes recommendations accordingly;
- Produces presentations and various publications as required;
- Assists with in-house training, as well as in the preparation of training material.
- Provides report and analysis on Website and Social Media activities
- Assists with the development of courses on the proper usage of software applications, and other ICT-related tools to be delivered to all Department's end users in an effort to:
  - ➢ Educate all end users on best practices.
  - ➢ Educate all users on the Department's ICT Software Application Usage Policy.
- Resolves and troubleshoots problems and complex issues - Investigates and provides solutions;
- The incumbent may, from time to time, be assigned duties not specifically outlined within the Job Description but are within the capacity, qualifications and experience generally expected from a person occupying this position.

Required Knowledge, Skills and Competencies

Technical:
- Knowledge of CPanel, WordPress, MySQL, SQL and HTML
- Knowledge of XML, JSON, Adobe Suite, Canva, and PHP
- Knowledge of Video editing software
- Knowledge of Web server components
- Knowledge of Working with online-based programming, products and services,
- Knowledge of Web-based database applications
- Knowledge of Website and marketing analytical tools (e.g. Google Analytics)
- Knowledge of Departmental/GOJ procedures, management principles and administration in public sector.
- Knowledge of The Postal Industry and its operations
- Knowledge of Computerized management information systems and relevant computer applications.

Minimum Required Qualification and Experience

- Associate Degree in Computer Studies, Information Technology/Graphics Design/Multimedia Design or related studies;
- Two (2) years working experience in Web Designing and Development.
                                    OR
- Diploma in Computer Studies, Information Technology/Graphics Design/Multimedia Design or related studies;
- Three (3) years working experience in Web Designing and Development.

<u>Special Conditions Associated with the Job</u>:

- Ability to work under pressure and meet tight deadlines.
- Work requires almost exclusive usage of computers and computer networking equipment.

Applications accompanied by résumés should be submitted **<u>no later than Tuesday, 17th March, 2025 to:</u>**

> **Director, Human Resource Management and Development**
> **Post and Telecommunications Department**
> **6 – 10 South Camp Road**
> **Kingston**
>
> **Email: <u>hrunit@jamaicapost.gov.jm</u>**

Please note that only shortlisted applicants will be contacted.

<u>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.</u>

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