



## Office of the Services Commissions

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### **CIRCULAR No. 122** **OSC Ref. C.6276<sup>14</sup>**

16<sup>th</sup> June, 2026

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 **Jamaica Fire Brigade (JFB)**:

1. **Director, Industrial Relations (GMG/SEG 2)**, salary \$4,266,270 per annum.
2. **Director, Human Resource Management and Development (GMG/SEG 2)**, salary \$4,266,270 per annum.
3. **Director, Employment Benefit (GMG/SEG 1)**, salary \$3,501,526 per annum.
4. **Office Mnager (GMG/SEG 1)**, salary \$3,501,526 per annum.

Applications accompanied by résumés should be submitted **no later than Friday, 26<sup>th</sup> June, 2026 to:**

**Senior Director  
Human Resource Management and Development  
Jamaica Fire Brigade  
85 Hagley Park Road  
Kingston 10**

Email: [snr.dhrmd@jfb.gov.jm](mailto:snr.dhrmd@jfb.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.**

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



# Jamaica Fire Brigade

BRIGADE HEADQUARTERS  
 85 Hagley Park Road, Kingston 10, Jamaica W.I  
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 Website: <http://www.jfb.gov.jm>

## 1. Director, Industrial Relations (GMG/SEG 2)

### Job Purpose

Under the direction of the Senior Director, Human Resource Management and Development, the Director, Industrial Relations (GMG/SEG 2) is responsible for leading and managing all industrial relations matters within the Jamaica Fire Brigade. This includes providing expert advice on employment laws, industrial regulations, and contemporary human resource management issues. The Director ensures that industrial disputes are resolved efficiently and fairly, representing the Brigade before tribunals, committees, and other industrial relations bodies.

The role is pivotal in fostering and maintaining a harmonious labour relations environment, promoting sound labour practices, and ensuring effective collaboration between management, employees, trade unions, and staff associations.

### Key Responsibilities

#### *Management/Administrative*

- Prepare individual work plans aligned with the Branch's Operational Plan.
- Develop annual, quarterly, and monthly reports as required.
- Contribute to the formulation of the Division's Operational, Strategic Plan, and Budget.
- Participate in meetings, seminars, conferences, and workshops as necessary.

#### *Technical*

- Conduct a wide range of industrial relations activities, including collective bargaining and managing union-management relations.
- Oversee team performance to maximize efficiency and productivity in achieving the section's mandate.
- Develop realistic and achievable work plans for the team.
- Interpret and clarify policies for supervisors and employees.
- Meet regularly with union representatives and staff to address concerns, problems, and grievances.
- Provide innovative solutions to resolve industrial disputes.
- Advise supervisors and managers on disciplinary actions involving bargaining unit employees, ensuring consistent and fair application of due process principles and collective bargaining agreements.
- Act as a liaison with internal stakeholders, monitoring organizational change processes to ensure effective communication and consultation with employees and their unions to mitigate industrial disruption risks.
- Research and investigate employee-related issues raised by managers, employees, and unions, formulating strategies to address potential breaches of industrial agreements or statutory entitlements.
- Provide guidance on employee discipline, grievances, and claims involving pay and leave entitlements.
- Collaborate with directors, line managers, and relevant agencies in handling industrial relations issues.
- Develop and implement strategies to enhance supervisory support and understanding of policies promoting acceptable conduct and performance.
- Design and manage strategies and programs to maintain harmonious labour relations between management, staff, and trade unions/staff associations.
- Participate in the review and development of alternative industrial relations strategies, establishing norms and indicators for effectiveness measurement.
- Offer technical advice to directors, managers, and heads of divisions/departments on industrial relations matters.
- Create workable resolutions for outcomes from grievance investigations.
- Stay informed and current through self-directed reading and professional engagement with colleagues and organizations.

- Develop and implement strategies for preventing and resolving disputes and grievances, ensuring compliance with relevant legislation, industrial instruments, and government policies.
- Monitor the implementation of labour relations strategies for organizational compliance.
- Conduct research on labour relations matters to update policies in line with government and international standards.
- Liaise with the Legal Services Unit regarding disciplinary, grievance, and other industrial relations issues.
- Mediate and resolve workplace conflicts.
- Assist in vetting and approving charges, directing disciplinary hearing arrangements.
- Collaborate with disciplinary committees and staff/unions to ensure completion of disciplinary and grievance processes.
- Support internal stakeholders in managing human resources during organizational restructuring.
- Investigate concerns raised by managers, employees, and unions, formulating strategies to address potential breaches of industrial policies or statutory entitlements.
- Oversee the investigation and reporting of accidents or incidents to the relevant authorities.
- Monitor organizational change processes, ensuring appropriate communication with employees and their unions to mitigate disruption risks.

### ***Human Resources***

- Manages the welfare and development of direct reports through performance appraisals and recommendations for required training and development programs.
- Ensures that staff are aware of and adhere to the policies, procedures, and regulations of the organization.
- Participates in the recruitment of staff for the Department, ensuring alignment with operational needs.
- Determines the tools and resources required for improved efficiency within the Unit.
- Provides leadership to staff through effective objective setting, delegation, and communication.
- Promotes a positive work environment that encourages teamwork and collaboration among staff.
- Addresses performance issues through coaching and mentoring, implementing performance improvement plans as needed.
- Organizes team-building activities and initiatives to strengthen relationships and morale.
- Ensures compliance with human resource policies and procedures among team members.
- Manages the recruitment and onboarding process for new staff within the section.
- Promotes professional development and continuous learning opportunities for subordinates.

### ***Other Duties***

- Participates/leads in internal and external cross-functional teams to achieve the Brigade's objectives as required.
- Performs other duties and responsibilities as may be determined by the Commissioner from time to time.

## **Required Competencies**

### **Core**

- Excellent oral and written communication skills.
- Methodical
- Teamwork and co-operation.
- Good interpersonal skills.
- Good customer and quality focus skills.
- Managing the client interface.
- Excellent leadership skills.
- Good analytical and decision-making skills.

### **Technical**

- Excellent knowledge of Jamaica Industrial Relations system with a knowledge of current workplace legislation and policy.
- Excellent knowledge of the Jamaica Fire Brigade Act.
- Excellent knowledge of the Grievance process.
- Experience in negotiating, facilitating, or mediating the resolution of employment or human resource issues.
- Demonstrated ability to communicate effectively and collaborate with
- Demonstrated ability to build strong relationships and partnerships with various interest groups.
- High level of initiative, creativity, and problem-solving skills.
- Good skills in managing a high volume of work in a fast-paced environment.
- Working knowledge of relevant computer applications and systems.

### **Minimum Required Education and Experience**

- BSc in Human Resource Management or Industrial Relations or equivalent professional qualifications,
- Successful completion of recognized training in Industrial Relations.
- Five years (05) years' experience at the management level of which three (03) years should be within an industrial relations environment.

### **Special Conditions Associated with the Job**

- Exposure to highly confidential and sensitive information.
- Expected to demonstrate a high level of integrity and professionalism.
- Critical deadlines to meet.
- Island wide travelling.
- Exposure to aggressive behavior.

## **2. Director, Human Resource Management and Development (GMG/SEG 2)**

### **Job Purpose**

Reporting to the Senior Director, Human Resource Management and Development, the incumbent is charged with driving strategic alignment of human capital initiatives to the core objectives of the Jamaica Fire Brigade. This role is pivotal in ensuring organizational efficiency and effectiveness through the development and execution of targeted talent acquisition, retention, and workforce optimization strategies. The Director is responsible for cultivating a high-performance culture, advancing employee engagement, and ensuring full compliance with government human resource policies, labour laws, and risk management frameworks. The position's strategic oversight is critical to the Brigade's sustained operational excellence and its ability to meet long-term organizational goals.

### **Key Responsibilities**

#### **Management/Administrative**

- Plans, directs, and controls the Brigade's human resource management functions, ensuring alignment with government policies and Brigade regulations;
- Prepares operational work plans, schedules, and performance objectives for the HR staff to enhance productivity and efficiency;
- Ensures that the Brigade's HR functions are compliant with all legal and regulatory standards;
- Participates in the development of the Brigade's operational plans and budget, ensuring that HR goals are integrated;
- Provides guidance on technical and administrative HR issues to maintain smooth operations within the Division;
- Prepares operational and special reports as required by senior management, including activity and performance reports;
- Ensures that personnel files and records are accurately maintained and up to date, supporting quick decision-making;
- Represents the Brigade at external meetings and conferences, advocating for HR interests and maintaining relationships with HR professionals in other sectors.

### ***Technical***

#### **Human Resource Policies and Procedures**

- Leads the development, implementation, and maintenance of human resource policies in line with the Staff Orders, government regulations, and approved guidelines;
- Ensures that new or revised HR policies are fully understood by staff and effectively implemented throughout the Brigade;
- Provides strategic advice to the Senior Director, Human Resource Management and Development, and the Senior Director, Corporate Services on HR-related matters;
- Identifies areas needing HR improvement and propose solutions to enhance organizational effectiveness;

- Approves policy proposals that improve the efficiency of the Brigade, ensuring alignment with strategic objectives.

### **Human Resource Responsibilities**

- Interprets and implement the Government's HR policies to support the Brigade's operations;
- Provides leadership in the development of the Brigade's employee handbook, outlining HR policies, regulations, and procedures;
- Administers HR policies and ensure consistency, fairness, and adherence to government guidelines;
- Maintains an updated Human Resource Management Information System (HRMIS) to support decision-making;
- Ensures staff policies and procedures are regularly communicated and understood across all divisions.

### **Recruitment and Selection**

- Oversees recruitment and selection processes, ensuring adherence to government guidelines;
- Collaborates with division heads to match current employees to vacancies and fill positions based on the approved establishment;
- Manages the entire recruitment cycle, from interview processes to placement, ensuring transparent and fair selection;
- Prepares and negotiate contracts for staff recruited on a contractual basis, ensuring payments of gratuities and other emoluments align with the terms of the contract;
- Manages the Brigade's strategic staffing arrangements, including transfers, acting roles, and redeployment, to ensure workforce continuity and effectiveness.

### **Manpower Planning and Development**

- Leads the evaluation of the Brigade's manpower effectiveness and develop methods to optimize human resource utilization;
- Coordinates manpower planning activities, including budgeting, forecasting, and resource allocation;
- Oversees the implementation of succession planning initiatives across all divisions, in collaboration with HRD and PMAS sections;
- Develops strategies to align workforce plans with the Brigade's operational and strategic goals;
- Ensures appropriate tools and mechanisms are in place for the selection and assessment of candidates.

### **Employee Welfare and Compensation**

- Participates in the coordination of staff recreational programmes to enhance staff morale.
- Administers the separation policy in keeping with government regulations.
- Administers the compensation policy in keeping with established government guidelines.

### **Other**

- Periodically visits out-stations to ensure that personnel policies and practice are adhered to;
- Participates in special internal workgroups and committees as requested;
- Performs other related duties that may from time to time be assigned.

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

#### ***Core:***

- Oral and written communication
- Teamwork and cooperation
- Interpersonal skills
- Initiative
- Client and quality focus / commitment to service quality
- Compliance
- Adaptability
- Integrity
- Methodical
- Problem solving and decision making
- Planning and organizing

- Goal / result oriented
- Confidentiality
- Mutual respect
- Leadership
- People management
- Strategic vision
- Impact and influence
- Managing partner and external relations
- Analytical thinking

***Functional:***

- Use of Information, Communication and Technology
- Legislation, Regulations and Policies
- Budget Management
- Change Management
- Conflict Management
- Negotiation
- Performance Coaching
- Risk Management
- Policy Development
- Mentoring
- Monitoring and Evaluation
- Research Methodology
- Project Management
- HR Strategic Planning
- Talent Acquisition
- Workforce Management
- Employee Engagement and Retention
- Learning and Development
- Organizational Effectiveness and Development
- Employee and Labour Relations
- Performance Management

**Minimum Required Qualification and Experience**

- Bachelor's Degree in Human Resource Management, Public Administration/ Public Sector Management, Management Studies, Business Administration or a related field from a recognized tertiary institution.
- Five (5) years of progressively responsible experience in the administration of human resources functions at a management level, including at least three (3) years within an organization of similar size and complexity.

**Special Conditions Associated with the Job:**

- Extended hours may be required to meet project deadlines
- Physically able to participate in training sessions, presentations and meetings
- Ability to travel on work related business
- Ability to work under pressure with supervision
- Typical office environment, no adverse working conditions

### **3. Director, Employment Benefit (GMG/SEG 1)**

#### **Job Purpose**

Reporting to the Senior Director of Human Resource Management and Development, the Director of Employee Benefits oversees the Brigade's Employee Benefits Programs, including all associated policies and procedures. The incumbent is responsible for designing, maintaining and implementing program objectives that promote employee satisfaction and wellness. Key responsibilities include the daily supervision of various Employee Benefits Plans, such as Group Health, Group Life, Personal Accident Insurance, and Loans, as well as Pension Administration. The Director will also continuously explore new benefits and wellness programs, improve existing offerings, and supervise Human Resource Officers to ensure effective program delivery.

#### **Key Responsibilities**

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

- Leads cross-functional efforts with employee benefits service providers/vendors (insurance) and senior technocrats to design employee benefit frameworks addressing participant needs.
- Reviews employee benefit offerings and influences new and existing design improvements with strategic service providers and other stakeholders.
- Identifies integration opportunities for employee benefit schemes and recommends changes and partnerships to build programmes.
- Conduct data analysis, identify and monitor user patterns, conducts surveys, and benchmarking analysis.
- Interpret and review benefits utilization reports and establishes metrics.
- Oversees the administration of various employee benefits programs by implementing information exchange mechanisms to monitor service delivery.
- Oversees the pension Administration portfolio.
- Manages systems to vet the accuracy of invoices submitted by insurance providers.
- Provides strategic guidance to ensure compliance with user policies and procedures.
- Acts as an advisor on issues surrounding the employee benefits portfolio.
- Represents the Jamaica Fire Brigade as a subject matter expert at internal and external for a relating to employee benefits.
- Maintains vendor relations through structured liaison and information exchanges.
- Maintains partnerships with HR business partners in MDAs to provide requested information.
- Assists with the development of strategies to liaise and engage with stakeholders such as unions and staff associations on matters pertaining to portfolio responsibilities.
- Facilitates Health Educational Training Programmes for employees in the Brigade; collaborates with the Senior Director HRMD and other Heads of Unit/Department.
- Ensures the timely processing of pension refund applications and provides support to those who resigned from the Brigade.
- Develops and promotes employee wellness programs, including mental health support, physical health initiatives, and work-life balance programs.
- Coordinates employee wellness events and activities, such as health fairs, fitness challenges, and wellness workshops.
- Provides resources and support for stress management, nutrition, and overall well-being.

##### ***Management/Administrative***

- Develops Individual Work Plans based on alignment with the operational plan for the section.
- Participates in the development of the section's operational plans and related documents.
- Ensures that the values of the SHRMD as a Centre of Excellence are maintained.
- Assists with scheduling work submitted to the section alongside the Senior Director HRMD.
- Represents the Section in meetings and different fora as assigned.
- Serves as a member on committees such as the Miscellaneous Loan Committee, Motor Vehicle Revolving Loan Committee, and the Health Committee.

##### ***Human Resource***

- Trains, and oversees the work of subordinate employee benefits staff.
- Supervises and directs the development of in-service training program.
- Ensures compliance with Human Resource policies and procedures by subordinate staff.

- Reviews and approves the Individual Work Plans of direct reports and conducts timely and constructive performance evaluations of subordinate staff.
- Provides monthly reports to the Senior Director, Human Resource Management & Development.
- Agrees with annual Development Plans for all staff members and ensures their effective implementation.
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring, and coaching.

#### ***Other Duties***

- Participates/leads in internal and external cross-functional teams to achieve the Brigade's objectives as required.
- Performs other duties and responsibilities as may be determined by the Commissioner from time to time.

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

#### **Core**

- Excellent knowledge of the Terms and Conditions of Employment, Brigade Act, Fire Brigade Regulation, Staff Orders
- Ensure compliance with Brigade policies and procedures.
- Excellent knowledge of Employee Benefits Programs
- Follow administrative principles and practices.
- Meet deadlines in a timely manner.
- Execute work to a high standard while adhering to organizational principles.
- Maintain confidentiality in the execution of duties.
- Uphold a high level of professionalism and integrity.
- Consistently achieve high performance levels.
- Foster synergy among staff.
- Clearly identify and address staff needs.

#### **Technical**

- Good working knowledge of the Staff Orders of the Public Service (2004), Public Service Regulations and the Jamaica Fire Brigade Act.
- Excellent management skills.
- Ability to develop and maintain positive relationships with employees, boards, officials, directors, and other stakeholders.
- Understanding of statistical concepts and methods of data collection.
- Ability to compile, research, and analyze information.
- Ability to compose and present comprehensive reports.
- Thorough understanding of the organization's hierarchy, jobs, qualifications, compensation practices, and administrative practices

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

- Bachelor's Degree in Human Resource Management (HRM), Public Sector Management, or equivalent qualification and training
- Three to five (3-5) years related experience.
- Supervisory management experience would be an asset.

### **Special Conditions Associated with the Job**

- Work will be conducted in an office outfitted with standard office equipment and specialized software.
- Will be required to work extended hours.
- May cause some emotional distress.

#### **4. Office Manager (GMG/SEG 1)**

##### **Job Purpose**

Under the direct supervision of the Senior Director, Finance and Corporate Services the Office Manager is responsible for providing technical and supervisory direction to the staff of the Office Management Services Division. The incumbent has overall responsibility for the Brigade's Office Service Management, Security, Utility, Energy, Asset and Inventory Management.

##### **Key Responsibilities**

###### ***Management/Administration***

- Prepares the Office Management Services inputs to the Corporate Plan and budget to ensure that the department's objectives and targets are reflected.
- Assists in the planning arrangements for meetings and functions being hosted by the Brigade. Ensures that conference rooms are adequately prepared, props and other necessary equipment are provided and refreshment is supplied, if required;
- Manages the preparation of office accommodation for staff and visitors;
- Coordinates the repair and replacement of office furniture and equipment;
- Monitors all contracts for services, certify invoices for payment accordingly: this includes security and other general services.
- Oversees the collection/disposal of waste and ensures the replacement of sanitary waste receptacles;
- Monitors activities and work of Cooks and Office Attendants across the island.
- Approves and monitors the implementation of preventative maintenance schedules for equipment; furniture, vehicles and other assets;
- Provides office management training to Officers where the needs arise.
- Oversees the operation of the Stores, implementing appropriate systems of accountability for all goods received and distributed.
- Ensures the switchboard is constantly manned and staff adhere to quality service guidelines;
- Prepares employees accident reports; identifies and resolve safety hazards for staff; arranges for employee safety training; maintains safety records and facilitates compliance with related rules, regulation, standards and laws.
- Secures lost and found items and oversee disposition of unclaimed items;
- Delegates work to staff and managing their workload and output.
- Ensure Compliance with Safety and Security guidelines, standards and requirements.
- Ensure that safety and security awareness training or sensitization sessions are conducted.
- Ensure that the access control and CCTV system are installed and monitored as well as an identification cards system is acquired and managed.
- Assists the Director, Information Technology in the investigation of Security incidents
- Keeps/maintains a system to account for office stationery and supplies in the division by ensuring storage, accuracy of stock on hand by monitoring the re-ordering of office supplies in accordance with agreed re-order levels.
- Manages the commissioning of minor repairs to office furniture in accordance with the designated procedures Liaises with Procurement to obtain suitable equipment for the office

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

- Ensures that adequate stock inventory levels of office supplies and stationery are maintained;
- Ensures that an up-to-date inventory of furniture and equipment acquired the Ministry is maintained;
- Ensures the effective functioning of photocopying machines, fax machines and other office equipment by monitoring their use and maintenance;
- Ensures that the Brigade's facilities are properly maintained and upgraded/improvements where applicable;
- Monitors all Service Contracts for the Brigade's support services and prepares the necessary reports or documentation prior to expiration of contracts;
- Develops, implements and maintains proper inventory control and procedures to ensure compliance with established guidelines;
- Conducts periodic inspection of facilities and prepares Annual Facility Audit;
- Monitors space utilization and recommends rationalization where necessary;

- Ensures that all inventory records (including Master, Individual and Location Records) are updated;
- Writing reports for senior management and delivering presentations;
- Responding to internal enquiries and complaints;
- Ensures that the office environment is conducive to work;
- Ensures the maintenance and supply office equipment and furnishings;
- Ensures the cleaning, sanitizing and removal of office waste and that janitorial services are effected;
- Makes recommendations for training interventions;
- Keeps track of potential safety issues and makes recommendation for appropriate interventions;
- Researches and makes recommendations for security and safety measures;
- Ensures that all members of staff are issued with employee identification and access cards;
- Keeps/maintains a system to account for office stationery and supplies in the division by ensuring storage, accuracy of stock on hand by monitoring the re-ordering of office supplies in accordance with agreed re-order levels.

#### ***Logistics and Transportation***

- Ensures payment for all goods and services supplied to the Brigade. Checks and certifies all bills and invoices submitted for payment in respect of travel tickets; the shipment, clearance and storage of personal effects; newspapers; utility bills and other goods and services;
- Organize and chairs meetings with the Units staff.

#### ***Disaster Preparedness Plan***

- Assists the Senior Director with the Development of a Disaster Management Plan for the Brigade's assets;
- Attends meetings of the Disaster Preparedness Committee;
- Coordinates and monitor emergency supplies in the event of a disaster.

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

- Supervises the work of the staff of the Office Management Services Section including ancillary workers by assigning tasks, evaluating, and reviewing work performances;
- Maintains dialogue on staff welfare. Promotes staff development;
- Ensure effective manpower planning by adequately seeking the required staff levels of staff to cover for absences and peaks in workload;
- Carries out staff appraisals;
- Monitor staff day-to-day performance on the job
- Assist with the preparation and conducts presentations on role Division/ Unit for the Orientation and Onboarding programme

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

- Undergraduate Degree in Business or Public Administration, Facility Management, Operations Management, Security Management, Construction Management or Mechanical Engineering
- At least (6) Six years related work with a least three of which should be at a managerial level.
- Project Management training and experience would be advantageous.
- Training in facility management would be an asset.
- Training in security management would be asset

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

- Diploma in Business Administration/Management Studies/Accounting or any other related field;
- One (1) year working experience in the related field.

