

POST AND TELECOMMUNICATIONS DEPARTMENT



CAREER OPPORTUNITY

Applications are invited from suitably qualified persons to fill the following position in the Department:

Senior Human Resource Officer – Performance Management (GMG/SEG 1)

Salary Range: \$3,501, 526.00 p.a. –\$4,709,163.00 p.a.

Job Summary

Under the guidance of the Director, Organizational Development and Performance Management, the incumbent will collaborate with HR Officers, managers, supervisors, and staff to plan, develop, maintain, and monitor Performance Management (PM) activities, fostering a high-performance culture within the Post and Telecommunications Department.

KEY RESPONSIBILITIES

- Implements the approved performance management and improvement framework for the Department, that leads to the proper alignment of individual work plans with the organization's strategic business plans to facilitate an increase in organizational effectiveness and efficiency.
- Develops and maintains customized Performance Management manuals, templates, forms, policies and procedures for the Department.
- Reviews and assesses the Performance Management activities with a view to identify weakness and develop appropriate solutions.
- Reviews and processes all performance evaluation forms according to established standards.
- Coordinates performance management and quality improvement capacity building for all levels of employees.
- Designs and conducts Performance Management sensitization sessions within the Department, ensuring requisite knowledge and application of the approved framework is communicated.
- Collaborates with Strategic and Corporate Planning Unit and Senior Managers to develop annual departmental work plan to facilitate the administration performance monitoring and reporting in the Department.
- Facilitates the process of setting SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals for employees that are aligned with the organization's strategic objectives and corresponding Branch/Unit Plans.

- Examines the performance management framework and corresponding activities to determine systematic weaknesses e.g. subjectivity, lack of proper measurement tools as well as activities that do not add value to the process.
- Prepares comprehensive Performance Management compliance reports.
- Maintains current Registry of employees, their Rating Officer and Reviewing Officer;
- Executes performance management related initiatives in collaboration with other stakeholders.
- Participates in the Corporate and Operational Planning activities of the Department to gain a full understanding of the Mission and Objectives to inform the activities of the ODPM Unit in providing guidance to line managers and staff in completing their individual work plans and other related requirements of the performance management.
- Reviews the work plans and performance reports for the staff of the Department and ensures that work plans are properly prepared and reflect measurable performance indicators as well as align to Branch plans.
- Monitors and evaluates the Department's Performance Management activities to identify achievements and weaknesses.
- Participates in the development and maintenance of an organization-wide competency framework to support performance management, recruitment, and selection, and reinforce the Department's core values and competencies.
- Reviews Branch plans and individual work plans to ensure quality of content (alignment and completeness in specification).
- Provides feedback to Branch and Unit Heads and recommends areas for improvements as it relates to Performance Management.
- Reviews and advises the Director ODPM on the implementation of remedial and corrective action to address poor performance.
- Reviews and addresses all performance related grievances.
- Recommends performance management corrective action and related procedures specific to situations that may arise.
- Provide technical guidance to managers and supervisors in the development and administration of performance improvement plans.
- Recommends approaches to the execution of performance management interventions.
- In Collaboration with the Training and Development Unit, develops customized performance management material for employee orientation session.
- Provides training in collaboration with Training and Development Unit for newly appointed manager, supervisors with respect to their responsibilities under the performance management framework.
- Provides guidance and information on performance management related issues to all staff including managers and supervisors.
- Provides coaching, guidance and information on performance management related issues to all staff including managers and supervisors.
- Collaborates with the Employee Relations Unit to propose and design mechanisms that establishes eligibility criteria for performance awards and the related standing operating procedures for the monitoring and administration of the process.
- Collects, analyzes, and reports on performance data to identify trends, and areas for improvement.

- Collaborates with various stakeholders including managers, and employees to encourage buy-in and participation in performance management processes and initiatives.
- Keeps abreast of emerging Performance Management trends, policies and best practices to inform internal policy improvement and development.

Required Knowledge, Skills And Competencies:

- Excellent knowledge of Microsoft Office Suite
- Knowledge of GOJ Guideline Performance Management and Appraisal System
- Strong presentation skills

Minimum Required Education And Experience

- Bachelor's Degree in Human Resource Management, Management Studies, Public Sector Management, or related Social Science discipline;
- Training in Performance Management would be a distinct asset;
- Two (2) years' experience in a related capacity;

Special Conditions Associated With The Job

- Normal office conditions
- May be required to work beyond regular working hours to meet critical deadlines
- Spend long hours sitting and using office equipment, computers and attending sessions
- May be required to travel island wide

Please forward application with resume, no later than **Friday, August 23, 2024** to:

**Director, Human Resource Management & Development
Post and Telecommunications Department
6-10 South Camp Road, Kingston, CSO**

Email: recruitment@jamaicapost.gov.jm

NB: Only short-listed candidates will be contacted.