



Office of the Services Commissions

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CIRCULAR No. 275 **OSC Ref. C. 6222¹⁰**

1st July, 2022

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 **Post and Telecommunications Department**:

1. **Director, Organizational Development and Performance Management (GMG/SEG 3)**, salary range \$2,551,250 - \$3,032,634 per annum and any allowance(s) attached to the post.
2. **Records Administrator (PIDG/RIM 4)**, salary range \$1,254,116 - \$1,490,750 per annum and any allowance(s) attached to the post

1. **Director, Organizational Development and Performance Management (GMG/SEG 3)**

Job Purpose

The Director, Organizational Development and Performance Management, is responsible for:

- Co-ordinating activities for the development, implementation and integration of strategies for the Department's development at the organizational, divisional and individual levels, leading to a more efficient and effective workforce and utilization of Human Resources;
- Co-ordinating and managing activities for the Performance Management Appraisal Process/Performance Management and Appraisal System (PMAS)/Employee Performance Management System (EPMS) of the Department to improve performance at the organizational, divisional and individual levels;
- Developing and implementing the execution of a framework for modernisation/organizational review initiatives within the Department.

Key Responsibilities

Management/Administrative:

- Assists with the development and implementation of the Branch's Business/Strategic and Operational Plans and Budget;
- Plans, directs and monitors the work of the Organizational Development and Performance Management (OD & PM) Section by developing its Unit Plan and Budget and ensuring that direct reports' Individual Work Plans are prepared;
- Manages the daily operations of the OD & PM Section to consistently provide a high level of service to clients;
- Prepares and submits status and other reports as requested;
- Provides guidance/advice to the Postmaster General, Director, HRMD and other personnel on Organizational Development and Performance Management matters;
- Represents the Department at meetings/conferences and other fora as directed.

Technical:

- Conducts (use of surveys, focus groups and other relevant methodologies) organizational needs assessments to determine organizational readiness for change;
- Identifies and communicates the compelling need for change/improvement by being an advocate for positive change and improvement within the Organization;
- Collaborates with management to develop and employ Change Management strategies;
- Analyzes change initiatives and recommends strategies for corrective action, where necessary;
- Recommends and works collaboratively with stakeholders to find creative solutions that drive staff attraction, engagement and retention;
- Recommends, co-ordinates and participates in creating leadership and staff development strategies and programmes and a culture of continuous learning aligned with the Organization's Strategic direction;
- Recommends solutions to problems identified, including changes to the Department's organization structure, systems, processes and office layout;

- Collaborates with key stakeholders to develop and maintain Human Resource systems (policies and Standard Operating Procedures);
- Examines relevant statutes, regulations, reports and directives related to the Department to determine its functional responsibility in keeping with legislative framework;
- Conducts job analysis and develops and maintains Job Descriptions and Terms of References;
- Conducts Desk Audits to validate job responsibilities and duties;
- Ensures the preparation and maintenance of functional profiles and Organizational Charts for the Department and its Divisions;
- Conducts Post Audits of the Civil Service Establishment Act and makes recommendations to the Ministry of Finance and the Public Service (MOFPS) in keeping with changes in the machinery of Government;
- Reviews the Organization's structure and makes recommendations to align it with the Strategic Objectives of the Department;
- Prepares proposals for organizational reviews in keeping with achieving the goals of the Department and liaises with MOFPS to consider proposals made;
- Assists with the implementation of recommendations from studies and consultancy outputs to ensure that value for money is achieved;
- Assists with designing and implementing mechanisms for evaluating employees' satisfaction and recommends programmes to improve areas of dissatisfaction critical to the effective operation of the Organization;
- Assists with career guidance and counselling;
- Provides advice to management and other staff on Organizational Development and Performance Management issues/matters;
- Manages performance management and appraisal for staff in the Department;
- Manages the implementation and administration of the PMAS/EPMS within the Department with the support of the Employee Performance Management Team (EPMAT) and the Core Project Team (CPT) by:-
 - ✓ Co-ordinating and participating in the development as well as the maintenance of the requisite PMAS documents such as the Change Management, Communication and Training Plans
 - ✓ Co-ordinating, conducting and participating in PMAS Sensitization Sessions
 - ✓ Co-ordinating and participating in the development and maintenance of the Department's Competency Framework.
 - ✓ Maintaining Job Descriptions in keeping with the Department's Competency Framework
 - ✓ Providing assistance to Divisional Managers and staff in preparing Unit and Individual Work Plans
 - ✓ Co-ordinating and participating in the development and maintenance of a Rewards and Recognition Policy for the Department
 - ✓ Co-ordinating the establishment of and chairing the Rewards and Recognition Committee
 - ✓ Co-ordinating and participates in the development and maintenance of Standard Operating Procedures for the processing of Appraisal Forms
 - ✓ Ensuring the development and maintenance of a PMAS/EPMS Database
 - ✓ Preparing PMAS/EPMS Reports for submission to the relevant stakeholders
 - ✓ Liaising with and providing assistance to Heads of Divisions regarding the Performance Management and Appraisal Process
 - ✓ Ensuring the development of systems to maintain PMAS/EPMS records.

Human Resource Management:

- Monitors and evaluates the performance of direct reports, prepares Performance Appraisals and recommends or initiates corrective action, where necessary;
- Participates in the recruitment of staff for the Department and recommends staffing arrangements in keeping with established Human Resource Procedures and Policies;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, coaching, training and mentoring;
- Takes steps to address the welfare and developmental needs of staff in the Unit;
- Makes provisions for direct reports to have sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Ensures that direct reports are sensitized on the policies, procedures and regulations of the Public Service and Department;
- Recommends disciplinary action, leave and staffing arrangements for direct reports.

Other:

- Serves on designated Management Committees in the Department;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Knowledge of the Public Service Regulations, Staff Orders for the Public Service, the Financial Administration and Audit Act Financial Instructions and other GoJ policies that guides the delivery of HRMD services
- Knowledge of GoJ's Budget Management process
- Sound Knowledge of current trends in Organizational Development and Performance Management
- Sound knowledge of Research and data analysis techniques
- Sound Knowledge of management processes, performance management systems and techniques, systems analysis, job analysis, writing Job Descriptions and Work Plans
- Excellent oral and written communication skills
- Sound planning and organizing skills
- Good interpersonal skills
- Sound problem-solving and decision-making skills

Minimum Required Qualification and Experience

- Undergraduate Degree in Public Administration, Management Studies, Human Resource Management/Development, Business Administration or a related field from an accredited tertiary institution;
- Four (4) years' experience in Human Resource Management and Development at the middle management level in an organization of similar size and complexity;
- Specialized training in Management Analysis, Performance Management and Appraisal Systems and Change Management would be an asset.

Special Conditions Associated with the Job

- May be required to work beyond regular working hours;
- Will be required to spend long hours sitting and using office equipment, computers and attending Sessions;
- Required to travel islandwide;
- May be required to travel overseas.

2. Records Administrator (PIDG/RIM 4)

Job Purpose

Under the general direction of the Director, Administration, the incumbent is responsible for accurately, securely and effectively managing information received and produced by the Department. To develop and maintain appropriate systems in support of records movement, maintenance and disposition.

Key Responsibilities

Management/Administrative:

- Participates in the creation of Strategic Plan/programmes/projects for the Branch;
- Assists with the preparation of the Unit's Work and Operational Work Plans;
- Develops Individual Work Plan based on alignment with Division's Operational Plan;
- Participates in meetings, seminars, conferences and workshops as required;
- Examines and evaluates Records Management Systems to develop new or improve existing methods for efficient handling, protecting, and disposing of official records and information;
- Attends and participates in the Government Records and Information Management (G-RIM) meetings host by the Government Records Center;
- Prepares monthly and quarterly reports on activities of the Record and Information Management Branch;
- Makes recommendations to the Director for changes in policies affecting the operation of the Branch;
- Leads in the development and delivery of Records Management Training and Awareness Programme.

Technical/Professional:

- Leads in the research for information as requested for the provision of access;

- Liaises with staff internally and externally to gather suggestions for improvements and to detect Records Management problems;
- Develops, implements and administers specific plans to achieve compliance with the Departments Records Management Policy and Standards;
- Develops and delivers Records Management Training and Awareness Programme;
- Designs and manages a Vital Records Management Programme;
- Prepares and delivers Quarterly and Annual Reports to the Records Management Committee to include: operational statistics, current levels of compliance, issues/risks and proposals to manage risks identified;
- Collaborations with the Senior Director, Human Resource Management and Administration and the Director, Administration to develops and maintains policies, plans, standards and procedures to control each type of applicable record, document and data item in conformance with established Records Management Standards;
- Ensures the establishment and maintenance of a current Retention and Disposition Schedule for the Department's records and information;
- Evaluates findings and recommends changes or modifications in procedures, utilizing knowledge of functions of operating units, referencing systems and filing methods;
- Analyzes records to determine their administrative usage, fiscal or historical value, and develops and implements appropriate file/information management procedures;
- Reconciles and deletes indexing errors and anomalies, advises end users and records staff on procedures and content problems and ensures security and preservation of records in storage;
- Co-ordinates special projects relating to Records Management and archiving activities;
- Oversees the Creation and maintenance of files containing noteworthy publications from newspapers and electronic media;
- Develops methods to retain, protect, and identify records and ensures compliance with established records standards;
- Develops a system that facilitates records/information being easily accessible when needed;
- Co-ordinates the transfer of records to the Government Record Centre;
- Implements policies for the Department's electronic records;
- Co-ordinates development of in-house databases to establish the Department's Electronic Records Management System;
- Ensures that the vault and contents is secure at all times;
- Provides general supervision of the Department's in house Mail Bag System.

Human Resources:

- Monitors and evaluates the performance of direct reports, prepares Performance Appraisals and recommend and/or initiates corrective action where necessary to improve performance and/or attaining established personal and/or organizational goals;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Sets agreed individual performance targets and monitoring performance and providing feedback to direct reports by monitoring and giving insight on the performance of their duties and assumption of their responsibilities;
- Contributes to the development and implementation of a Succession Planning Framework in collaboration with the Human Resource Division through the development of procedural manuals and other duties prescribed within the framework;
- Prepares and conducts presentations on role of Division/Unit for the Orientation Programme;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Excellent knowledge of Records Management
- Sound knowledge of relevant legislation (e.g ATI, Archives and Copyrights Acts)
- Knowledge of Computer Applications e.g Microsoft Office Suite and other relevant software
- Sound knowledge of the Staff Orders and Public Service Regulations
- Good leadership and change management skills
- Excellent interpersonal skills
- Excellent oral and written communication skills
- Excellent planning and organizing skills
- Excellent problem-solving and decision-making skills

Minimum Required Qualification and Experience

- Graduated from a recognized institution with a Certificate/Diploma in Records Management

and two (2) years relevant experience;

OR

- Training in Library Science and/or Archival Procedures from a recognized institution and three (3) years' experience in the field or a similar environment;

OR

- High School graduate with four (4) subjects at the CXC or GCE O'Level, including English Language and a numeric subject and training in Records and Information Management systems, procedures and practices and automated technologies as it relates to Records Management and/or area of operation, plus seven (7) years' experience in a similar environment;

OR

- Any other combination of training and experience that would yield the necessary skills needed at this level.

Special Conditions Associated with the Job

- Typical working environment;
- May be exposed to dust.

Applications accompanied by résumés should be submitted **no later than Thursday, 14th July, 2022** **to:**

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

Email: hrunit@jamaicapost.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.



**Merle I. Tam (Mrs.)
for Chief Personnel Officer**