



## Office of the Services Commissions

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### **CIRCULAR No. 377** **OSC Ref. C. 6222<sup>9</sup>**

5<sup>th</sup> September, 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 **Postal Corporation of Jamaica**:

**Senior Director, Operations (GMG/SEG 5)**, salary range \$3,706,560 - \$4,405,935 per annum and any allowance(s) attached to the post.

#### **Job Purpose**

Under the direct supervision of the Chief Executive Officer (CEO), the Senior Director, Operations is responsible for managing the day-to-day operations of the Postal Corporation of Jamaica, as well as, directing and overseeing the core operations of the Corporation and ensuring that the highest level of service, compliance and efficiency are observed. The incumbent should also ensure that agreed targets are met, established standards for both the Corporation and the Postal Industry are maintained and the Corporation discharges its obligations in accordance with its mandate. Additionally, the incumbent will ensure the development of mechanisms to maintain accountability, transparency and efficiency of the Entity's operations, as well as keep apprised of global trends/evolutions in the Postal Industry.

#### **Key Responsibilities**

##### ***Strategic Leadership and Performance Management:***

- Leads, advises and provides guidance to the portfolio of functions across the Corporation, negotiating Budgets, setting performance expectations and monitoring and evaluating performance outcomes to contribute to the achievement of the Corporation's objectives and outcomes;
- Provides programmatic leadership and input for all strategic and annual planning decisions and processes with the CEO and Corporation's senior leadership to develop and execute Annual Operations Plans as well as Unit/Divisional Budgets and work with Department Teams in support of the Corporation's Corporate Mission, Goals, Objectives and service outcomes;
- Finalizes submission and implementation of Annual Corporate/Operational and Budgets;
- Tracks and records successes in effectively and efficiently meeting goals;
- Collaborates with leadership to build an environment of collective responsibility and accountability;
- Ensures that there is greater synergy between the Postal Corporation of Jamaica and the Post and Telecommunications Department in collaboration with the Chief Executive Officer;
- Ensures that an appropriate performance mechanism is adopted and implemented to ensure optimal performance of the Corporation in conjunction with the Director, Human Resource Management and Administration;
- Ensures improvements in the standard, quality, security and consistency of products and services being delivered both internally i.e. to staff and externally i.e. to our stakeholders/partners to MDAs, private entities as well as the wider public;
- Ensures that the necessary information technology support is routinely provided to existing and new business processes/products being offered by Jamaica Post;
- Ensures that a positive/progressive organizational culture is created and maintained in order to achieve the strategic objectives of the Corporation;
- Ensures adherence to Key Performance Objectives to meet business and customers' expectation;
- Ensures expertise and effectiveness across operating platforms;
- Prepares and submits performance and other reports as required and ensures timely submission of all documents/information requested from the Divisions/Units;
- Monitors, evaluates and reports on the implementation of required actions arising from Board decisions as well as the effective implementation and compliance with legislative requirements and policies;
- Evaluates, reviews and reports on organizational performance against clearly defined objectives and performance targets, as well as reallocate resources across different areas (e.g., Budgets) within overall approved resources for the year based on agreed action plans to close gaps;
- Facilitates the achievement of performance standards by effective leadership and

collaboration with the CEO and the Corporation's Senior Leadership to agree, set and monitor performance standards of the Corporation and the Industry;

- Monitors the Corporation's compliance with the Public Bodies Management and Accountability Act (PBMA), Finance Administration and Audit (FAA) Act and other enabling regulations;
- Reviews and approves prepared contracts and obtains the Chief Executive Officer's signature;
- Reviews Security Plans for the Corporation and makes recommendations as appropriate;
- Participates in the review of fees and charges for products and services of the Corporation;
- Reviews non-compliance issues and looks for opportunities for reviewing procedures and/or making cultural shifts in operations in order to increase compliance rates;
- Monitors the Corporation's performance targets and provides feedback to the Chief Executive Officer;
- Assists in co-ordinating the presence of the Corporation at various local and international events;
- Attends meetings and participates in various fora on behalf of the CEO or the Corporation.

***Postal Service Transformation:***

- Reviews new and updated operational and postal policies and procedures and makes recommendations to improve operations;
- Resolves issues and obstacles faced by staff with customers and/or other external Agencies;
- Manages the analysis, review and proposals for Inter-Governmental operations with all relevant entities;
- Formulates and maintains effective internal controls which promote efficiency and effectiveness in the delivery of core services and enable compliance with internal policies and procedures;
- Ensures adequate facilities are in place to improve partnership and compliance within the Industry;
- Assists in directing the transformational Change Agenda and the implementation of strategic initiatives across the Corporation in order to achieve high levels of ownership and compliance.

***Policy:***

- Develops strategies to improve service delivery for local/international businesses and domestic customers through product and service diversity, high quality customer service standards and commercially sensitive prices;
- Develops a strategy map of the Postal Service and recommends strategic changes to the Board, through the CEO that will facilitate policy approval and/or revision (including amendments to legislation and regulations, as necessary);
- Co-ordinates and collaborates on the development and review of policy recommendations to the Board, through the CEO that will facilitate policy approval and/or revision (including amendments to Legislation and Regulations, as necessary).

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- Implements policy decisions and procedures of the Corporation across its Divisions/Units, including ensuring the adequacy of required resources (human, physical/infrastructural, financial and systems);
- Develops implements and maintains policies and procedures to guide the operations of the Corporation, including reporting and information management;
- Oversees and ensures that the Corporation is within the span of control to operate within the established policies and procedures;
- Initiates the development or review of policies and relevant regulations; • Advises the Chief Executive Officer of issues arising from policy implementation and makes recommendations for requisite changes/actions.

***Marketing and Business Development:***

- Ensures strategic objectives shaped at the senior leadership level are translated into tactical Business Plans with mechanisms for key measurements in place to monitor progress;
- Analyzes and appraises applications and Project Proposals/Business Plans and recommends those that are suitable for consideration by the Chief Executive Officer;
- Reviews all phases of the project cycle and the progress of all Projects undertaken by the Corporation;
- Undertakes post evaluation of completed Projects and drafts and monitors agreements, in collaboration with the Director, Business Development and Special Projects;
- Undertakes post evaluation of completed Marketing Plan and monitor agreements, in collaboration with the Director, Commercial Services and Marketing;
- Reviews the performance of commercial services and makes strategic changes, where necessary;
- Ensures that contracts for third party commercial services are negotiated and implemented and that all commercial services are monitored to established standards.

***Project Management:***

- Participates in and oversees the development, implementation and maintenance of individual project objectives and short- and long-range plans;

- Develops tracking and evaluation programmes to assist in the accomplishment of established project goals and objectives;
- Ensures/oversees the preparation, implementation and monitoring of Projects.

**Key Stakeholder Management:**

- Initiates and communicates high level priorities for the Corporation to achieve Government outcomes. Communicate effectively with the Corporation's senior leadership, directors and stakeholders to enable timely dissemination of information to the Board Chairman, Senior Leadership/Directors and staff, as well as stakeholders as necessary.
- Builds and maintains relationships within key stakeholders, technical experts and consultants working with or who have interest in the business of the Corporation.
- Co-ordinates the visits and meetings of Heads of Government and Diplomatic Missions.
- Initiates funding negotiations with local and international Agencies.

**Finance and Governance:**

- Develops, implements and monitors the fiscal activities of the Corporation, ensuring clear management controls systems are in place in the areas of budgeting, timely reporting, accounting, audit and financial reserves;
- Monitors finances and information systems and intervenes as necessary;
- Assists in anchoring and translating ideas through strong advocacy and sound understanding that promote the Corporation's programmes and services being produced and/or delivered in the most cost-effective manner while maintaining quality to enable positive returns on investment of time and money;
- Assesses the principal risks of the Corporation and ensures that these risks are contained, managed, monitored and/or mitigated, in consultation with the Chief Executive Officer;
- Assists with the development and sustained implementation of effective internal controls and management information systems so that the Corporation has appropriate systems to enable the effective conducting of its activities both lawfully and ethically.

**Board Responsibility:**

- Represents the Board's general philosophy regarding the postal/courier industries to the Corporation stakeholders, staff and public;
- Assists the Board to articulate its role and accountabilities, and that of its Committees and individual members, and the evaluation of Board performance, in consultation with the Chief Executive Officer, if required;
- Works with the Board Chairman and Committee Chairs to enable the Board to fulfil its governance functions and facilitates the optimum performance by the Board, its Committees and individual Board Members;
- Keeps the Board fully informed on the state of affairs of the Corporation, including trends, issues, challenges and opportunities, as well as ways to address them, escalating to the Board for discussion and deliberation of such matters as agreed within the Governance and Performance Frameworks, in consultation with the Chief Executive Officer;
- Ensures that the Corporation complies with all relevant legislation, including, but not limited to, Employment laws, Public Bodies Management Accountability (PBMA) Act and Financial Administration and Audit (FAA) Act and its Regulations;
- Advises and assists the Board to ensure effective governance of the Corporation, including the development, review and implementation of appropriate organisational policies;
- Promotes a culture of collective responsibility for the Corporate Governance of the Corporation and challenge constructively, the decisions of the Board, where necessary and facilitate proposal development on priorities, risk mitigation, values, standards and strategy.

**Management/Administration:**

- Provides expert advice and recommendations to the CEO on strategic and day to day operational imperatives including the implications of major policy decisions, the Corporation's resourcing and performance, and strategies for managing critical incidents;
- Develops and maintains effective working relationships with a diverse range of internal and external stakeholders and nurture effective strategic partnerships to identify changes in client base, demands and new industry developments which impact on the strategic positioning of the Corporation and achievement of both short and long-term goals;
- Establishes and manages sound guidelines and practices for the Corporation's procurement, external contracting and partnership relationships to pre-determined standards as per Government Procurement Policies and Regulations, as well as ensures full compliance with Procurement Legislation;
- Manages and co-ordinates the systematic review and submission of reports in keeping with required timelines to external bodies in keeping with Jamaica's international obligations;
- Represents the Corporation, developing and sustaining positive proactive relationships with key public, private, community and/or industry stakeholders and cross-jurisdictional networks regionally and internationally, as well as serves on external Committees where applicable, in order to identify trends, leverage knowledge and intelligence, and fully inform the Corporation's strategic decision-making processes;
- Deputizes for the Chief Executive Officer during periods of absence, and in relation to specific matters, issues or elements of Corporation operation as delegated from time to time by the CEO, ensuring consistency of approach and decisions which align with the Corporation's objectives.

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

- Good knowledge of the operations of Government, its policies and systems, process design and implementation skills
- Excellent knowledge of Strategic Plan and its responsibilities with respect to achieving its targets
- Good knowledge of Performance Management and Evaluation Methodologies
- Excellent knowledge of the budgetary systems and procedures, especially the laws, regulating principles and practices relating to Public Sector budget preparation and administration
- Excellent knowledge of the Public Procurement planning processes and procedures, especially the laws, regulations, principles and practices relating to procurement preparation and administration
- Sound knowledge and understanding of Government machinery, systems management and performance monitoring for regulatory bodies in Jamaica
- Sound knowledge and understanding of key legislation and regulations
- Sound knowledge and understanding of the sensitive global issues concerning the Postal Industry and its impact on Societies
- Sound knowledge and understanding of Government Procurement and Contract Management
- Sound knowledge and understanding of planned Change Management techniques, practices and applications
- Thorough understanding of and ability to review and assess Financial Reports to determine discrepancies and/or areas of opportunities for efficient financial management and revenue generation
- Knowledge of the Public Bodies Management and Accountabilities Act
- Knowledge of Project Management
- Knowledge of Business Forecasting
- Knowledge of Universal Postal Union Security Standards
- Knowledge of Post Office Act (1941)
- Knowledge of the Financial Administration and Audit (FAA) Act and its Instruction
- Knowledge of Government of Jamaica Procurement Procedures would be an asset
- Experience in the use of relevant computer applications
- Excellent in managing external relationships
- Excellent in managing partnerships
- Excellent leadership 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**

- Post-graduate Degree in Strategic Management, Governance, Business Administration, Public Administration or any other related field from an accredited tertiary institution;
- Seven (7) to eight (8) years' work experience with at least five (5) years in a Senior Management position;
- Practical experience of leading successful change in a Government setting; delivering demonstrably high-quality services against challenging performance targets; managing and working through others to achieve outcomes; and, managing large Budgets;
- Experience in Government Organizations, particularly in a regulatory or monitoring capacity, would be an asset.

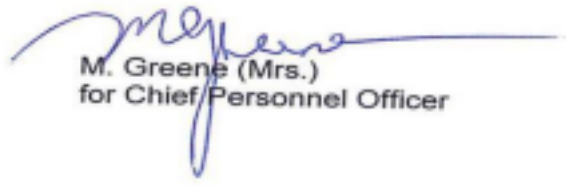
Applications accompanied by résumés should be submitted **no later than Friday, 16<sup>th</sup> September, 2022 to:**

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

Email: [hrunit@jamaicapost.gov.jm](mailto: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.**



M. Greene (Mrs.)  
for Chief Personnel Officer

