



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF SCIENCE, ENERGY, TELECOMMUNICATIONS AND
TRANSPORT (MSETT)

JOB TITLE:	Chief Technical Director
JOB GRADE:	GMG/CTD 1
POST NUMBER:	
DIVISION:	Corporate Services
REPORTS TO:	Permanent Secretary
ACCOUNTABLE TO:	Permanent Secretary
MANAGES:	Director, Human Resource Management and Development; Director, Public Procurement, Director, Administration; Director, Documentation, Information and Access Services; Director, Management Information Systems, Director, Customer Service; Administrative Assistant; Senior Secretary

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/revised

JOB PURPOSE:

Under the general direction of the Permanent Secretary, and as one of the key advisors to the Permanent Secretary, the Chief Technical Director, Corporate Services provides technical and advisory direction to the staff of the Ministry.

The CTD is responsible for effective corporate services by planning, directing, coordinating, and overseeing the activities of Human Resource Management & Development, Procurement, Administration, Information Technology, Transportation Management, Customer Service, and Documentation Information and Access Services programmes. The incumbent is also accountable for the Ministry's leadership in strategic direction and evidence-based policy relating Corporate Services. Additionally, the CTD is responsible for ensuring that support services are appropriate, attracting qualified personnel, and offering guidance procurement, corporate communications, public relations, asset management, organizational development, PMAS, access to information, transportation, and office services. The CTD will ensure that the strategic objectives are carried out in line with the goals of the Ministry.

STRATEGIC OBJECTIVES OF THE DIVISION

- To provide strategic leadership, direction and advice for the Ministry and its departments/agencies on all matters affecting corporate services.
- To drive the development and implementation of a comprehensive human resource management strategy for the Ministry in order to facilitate the achievement of the corporate objectives.
- To provide a policy framework to address critical elements of manpower planning.
- To implement performance management strategies in order to achieve the Ministry's mandates.
- To ensure that staff are apprised of information impacting their conditions of services, feedback provided and corrective action taken as required.
- To improve accountability and service delivery.
- To educate and keep staff up to date on existing and new policies, guidelines and internal procedures.

- To ensure that transportation, property and office management services are provided in a cost-effective manner that supports the efficient and effective operation of the Ministry.
- To ensure that cost effective and reliable security, disaster management and transport services are provided for the Ministry.
- To co-ordinate the Records Information Management function of the Ministry in order to ensure that reliable and accurate information is provided to support the decision-making process and for the general public in keeping with best practices in records management
- To oversee the procurement of goods and services in accordance with GOJ procurement and other relevant guidelines.
- To oversee the administering of the Access to Information Act.
- To oversee the provision of Information Technology (IT) systems to transform and modernize the operations of the Ministry.
- To drive the modernization of the Customer Service Programme across the Ministry and its portfolio agencies

KEY OUTPUTS:

- The Corporate Service's activities planned, directed, co-ordinated and monitored
- Effective and appropriate Corporate Services policies and procedures documented.
- Effective Human Resource programmes designed and implemented
- Strategies developed and implemented to ensure information sharing on corporate services, within the Ministry
- Harmonious industrial relations environment
- Comprehensive audit and monitoring and other reports of the Corporate Services activities are prepared
- Strategic leadership provided

- Sound technical advice and strategic direction provided to the Permanent Secretary, Heads of Agencies/Departments and Ministers on all matters relating to corporate services
- Corporate and Operational plans linked to Ministry's objectives
- Corporate Service's Budget prepared and managed
- Special projects planned and implemented
- Procurement policies implemented and goods and services procured in accordance with GOJ procurement guidelines
- Efficient, effective and reliable transportation services provided
- Reliable Information Systems to support the operations of the Ministry designed and implemented
- Succession plan designed and implemented
- Records Information Management Systems implemented and managed
- Corporate Communications Plan and strategy developed and implemented.
- Customer Service Programme Implemented

KEY RESPONSIBILITY AREAS

Strategic Management

- Develops and monitors the implementation of the Corporate Service's Corporate and Operational plans.
- Determines objectives and priorities within programmes for each unit and provides coordination and integration of related policies and programme initiatives;
- Prepares and manages the Division's annual budget in an efficient, effective and economical manner in accordance with the relevant legislations.

- Guides the development and review of a comprehensive Human Resource Management and Development (HRMD) strategy within the MSETT, its Agencies and Departments.
- Ensures the implementation of the Corporate Services strategy and policies within the framework of the Public Service Regulations, Staff Orders and other regulations, within the Ministry to:
 - Support the recruitment, retention, welfare, training, development and performance assessment of staff, according to the guidelines of the Public Sector human resources policy and as stipulated in the Accountability Agreement between the Public Service Commission and the Permanent Secretary under Delegated Authority.
- Ensures that policy revisions are communicated, understood and are reflected in
 - the Corporate Service's' strategy.
- Ensures that operating procedures and manuals are developed and continuously up to date and in compliance with government regulations.
- Analyses trends and changes in global Human Resource Management and
- Development, Records Information Management, Information Technology and other management issues and recommends their implementation/adoption where necessary to enhance/improve the quality of corporate services in the Ministry and its Departments and Agencies.
- Ensures the periodic review and analyses of the Ministry's structure and manpower needs and make recommendations for adjustments where necessary to meet the changing requirements of corporate objectives as indicated in the Ministry's strategic planning process
- Develops and implements Employee Relations initiatives and programmes that address the physical, emotional and psychological well-being of employees.
- Oversees and provides general guidance and advice to Senior Managers regarding the development/review of divisional structures to assist in the process of effective Organizational Development.

- Provides advice and guidance for the Performance Management and Appraisal System (PMAS) for effective utilization and allocation of staff and maximum organization productivity.
- Oversees the design of work plans and programmes for the Corporate Services and provides technical advice to MSET's agencies on this initiative, ensuring staff is effectively utilized and productivity optimized.
- Oversees and ensures the delivery of corporate services to the Ministry and assigned entities in a manner that creates and enhances the credibility of the Division.
- Establishes and maintains systems/programmes to foster a culture of “service and team work” within the Corporate Services.
- Establishes and maintains effective relationships with management and staff to help gain confidence and cooperation in the delivery of human resource and other services.
- Establishes sub-committees/work groups to support the delivery of corporate services.
- Prepares and submits activity/performance, special and other reports as required.
- Ensures that measures are implemented to facilitate rigorous audit of each Unit’s role.
- Evaluates the effectiveness of each corporate service to give critical information for strategic management and implements methods to correct weaknesses.
- Represents the Ministry at meetings/conferences and other fora and prepares reports as required.

Human Resource Management and Development

- Monitors the administration of policies and programmes ensuring consistency, equity and the maintenance of good HRMD practices.
- Ensures that human resource policies are documented, continuously up-dated, effectively communicated and easily accessible to staff.

- Coordinates the development and leads the implementation and administration of a performance management programme that facilitates fairness, transparency and objectivity with appropriate systems of rewards and sanctions.
- Oversees the effective administration of the promotion, retirement, training, discipline, leave, compensation, separation and transfer policies in keeping with government regulations.
- Ensures that HRMIS/eCensus and related systems are efficiently managed and the security of staff records are maintained.
- Provides leadership in the establishment of staff recreational activities and overseas the administration of staff welfare programmes ensuring effectiveness and equity.
- Develops and oversees the implementation of an effective recruitment and selection programme aimed at selecting and retaining competent and productive employees, in keeping with establish government guidelines.
- Ensures the smooth and timely arrangements are made for the transfer of staff to and from the Ministry.
- Oversees the development and implementation of a corporate training plan to meet the needs of the Ministry in achieving the strategic goals and objectives.
- Provides leadership and guidance in the development, implementation and maintenance of a succession planning programme to ensure continuity of skills and competencies in the Ministry and its agencies, including personnel development and career advancement of employees.
- Establishes an employee development programme which provides opportunities for maximizing the potential of employees and identifying career development options.
- Directs and guides the development of the Ministry's training and development policies, manuals, handbooks and other related information guidelines.
- Directs the development and implementation of training programmes and initiatives that support the strategic objectives of the Division and the Ministry.

- Overseas the assessment of the effects of training and development programmes on the achievement of the Ministry's strategic objectives.
- Ensures that staff is properly oriented and socialized into the culture of the organization.
- Provides guidance to staff in the Division through coaching, mentoring, training, and relevant assistance and support as needed.
- Develops a framework for the execution of a modernisation agenda in the MSET and its agencies, consistent with model approaches recommended by Cabinet Office and other best practices.
- Ensures the implementation of a PMAS in MSET and its agencies by providing leadership and guidance to facilitate effective and efficient implementation of all facet of the initiative.
- Ensures connection/correlation between the Ministry's performance management systems and employee performance management systems with a view to promote and facilitate a performance culture.
- Advises Divisional Heads, Managers and general staff on PMAS related matters.
- Oversees the development and implementation of PMAS resources (manuals, templates, policies and procedures) for the Ministry and its portfolio entities.
- Manages the PMAS recognition and rewards system.
- Provides the technical inputs to an agenda for business process re-engineering and general modernisation initiatives in MSET and its agencies.
- Implements and monitor transition processes/programmes within the Ministry
- to ensure that reorganization is in keeping with GOJ policies.
- Assists with the implementation and monitoring of transition processes/programmes in the Ministry's entities as directed.
- Ensures the periodic review and analyses of the Ministry's structure and manpower needs and make recommendations for adjustments where necessary to meet the changing requirements of corporate objectives as indicated in the Ministry's strategic planning process

- Oversees and provides general guidance and advice to Senior Managers regarding the development/review of divisional structures to assist in the process of effective Organizational Development.
- Supports the Ministry's change management processes with a view to increase its efficiency and effectiveness.
- Directs the development and review of all Ministry restructuring and reorganization proposals.
- Conduct job audits and diagnostics reviews.
- In collaboration with managers, develops and implements a succession planning programme for the Ministry.
- Develops and oversees the implementation of strategic plans/programmes to promote a healthy and proactive industrial relations climate and ensure the timely implementation of industrial relations decisions.
- Develops and implements Employee Relations initiatives and programmes that address the physical, emotional and psychological well-being of employees.
- Provides advice and guidance to Directors and line managers of related agencies and department in handling industrial relations issues.
- Oversees the administration of the discipline and grievance procedures ensuring consistency and fairness and promotes a harmonious and productive work environment.
- Establishes and maintains an effective and harmonious relationship with Trade Unions and staff associations representing employees within the ministry and assigned entities.
- Manages/ensures that the welfare and development needs of direct reports and staff in the Division are identified and addressed through effective performance management, training and development.
- Provides leadership and guidance to direct reports and other staff through effective objective setting, delegation, coaching, mentoring and communication.

- Ensures that the Division's staff has sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively.
- Develops and manages the performance of direct reports and other staff in relation to work plans in the Division by conducting periodic performance appraisals and recommending training or initiates corrective actions where necessary to improve performance.

Corporate Communications and Public Relations

- Leads and oversees the development of the Ministry's Corporate Communication Plan and strategy;
- Ensures that appropriate communication and knowledge management systems are in place to facilitate the dissemination of accurate and timely information within the Ministry; to its associated Agencies and to the media/general public;
- Monitors and ensures there is media coverage and exposure for the activities of the Ministry;
- Monitors and ensures that speeches, messages, website content, news releases and other information products are prepared and disseminated in a timely manner.

Customer Service

- Leads and oversees the development of the Ministry's Customer Service Improvement Plan and strategies
- Supports the certification of MSETT in ISO 9001:2015
- Monitors the development and implementation of a robust Customer Complaints Management System to resolve customer complaints

Office Administration /Procurement/Inventory and Property Management

- Leads the development and oversees the implementation of administrative policies and procedures in-keeping with Government guidelines and regulations.

- Ensures that submissions to the Procurement Committee conform to the approved policies and procedures and ensures that the Permanent Secretary is advised of the decisions of the Committee.
- Monitors procurement of equipment and general supplies to ensure adherence with quality requirements, financial guidelines/regulations and GoJ procurement guidelines.
- Oversees the implementation of the procurement policies and procedures, which fosters cost savings and value for money.
- Oversees the preparation of procurement contracts
- Ensures the maintenance of an inventory management system and the establishment of a preventative maintenance programme for the Ministries' motor vehicles, furniture and equipment.
- Guides the development of a safety and security programme including disaster preparedness plan to protect the ministries' human resources, physical and other assets.
- Ensures the availability of adequate ancillary support service including janitorial, messenger and transportation services.
- Oversees and manages all contracts for service within the Ministry including security, janitorial, and female hygiene, ensuring that these services are effectively delivered, contracts are properly executed, and compliance with legal and regulatory requirements is maintained.
- Manages lease agreement with tenants at 36 Trafalgar Road and the lease agreement with the Jamaica Public Service (JPS) Company Limited at 113 Washington Boulevard.
- Collaborates with internal stakeholders, external vendors, and security personnel to ensure the highest level of security is maintained.
- Reviews security procedures and ensures security measures are in place for the protection of staff and property during and after working hours as appropriate.
- Oversees the facilities management for all properties occupied by the Ministry (Trafalgar, 138 H Maxfield Avenue, 145 Maxfield Avenue and 113 Washington Boulevard).

- Oversees projects for major refurbishing and/or repairs of office space, furniture and equipment and other assets.
- Ensures the implementation of effective equipment maintenance programme ensuring they are kept in good working condition and avoid/minimize incidence of downtime.
- Develops Framework Agreements for service contracts as needed.
- Ensures execution of service contracts for the facilities
- Oversees the preservation and maintenance of a clean and attractive environment, conducive to achieving the highest level of efficiency and effectiveness.

Documentation, Information and Access Services

- Oversees the implementation of the Records and Information Management (RIM) Programme
- Ensures the effective administration of the Access to Information Act by:-
 - Overseeing the provision of public access to records/information in keeping with the legislative requirements.
 - Participates in the development/establishment of appropriate policies, standards and general procedures in relation to review, appraisal, retention, tracking and retrieval of records.
 - Establishes mechanisms for performance measurement with respect to the Records Management System (s) to identify whether or not the information is being managed efficiently and cost effective.
 - Oversees the establishment of systems and procedures to effectively manage the Registry and the maintenance of efficient records management system.
 - Ensures that the library is adequately equipped and is user friendly and accessible to the general public.

Information Technology

- To oversee the provision of Information Technology Systems to transform and modernize the operations of the Ministry.
- Ensures the development and implementation of an Information Systems strategy for the Ministry.
- Promotes the use of Information Technology as an agent to transform and modernize the Ministry's operations and strategies.
- Ensures the design and development of new enabling technologies to support key initiatives that cut across the Ministry and its Departments.

Policy Advice

- Assumes responsibilities as a member of the executive body of the Ministry for providing leadership and assisting to guide the strategic direction and overall achievements of its policy agenda and the development of Corporate Services.
- Provides policy interpretation, guidance/advice to the Permanent Secretary and Unit and Division Managers/Directors to ensure effective co-ordination of the ministry's functions and compliance with/adherence to existing Public Service regulations/policies.
- Oversees the development and implementation of modernized corporate policies and services and ensures that they remain responsive to the changing needs and requirements of the Ministry.
- Improves efficiency and ensures cost reduction by initiating innovation and or changes in internal management approaches, practices, systems, procedures and policies.
- Encourage compliance by sharing policy/procedural changes and other relevant issues with staff.
- Attends Public Accounts Committee meetings and budget debates at the Ministry of Finance and other relevant events/meetings when required.
- Provides leadership and advise on the Human Resource Executive Committee in relation to the delegated functions of the Ministry.

Other

- Leads/participates in cross-functional groups/teams as required.
- Establishes and maintains a network of Human Resource Management and Administration practitioners in the Public and Private sectors as a means of information sharing and professional development.
- Periodically visits offices or entities (that are located off the main Ministry compound) to ensure that Corporate Services policies and practices are adhered to.
- Provides guidance to the Ministry's reporting agencies/entities/departments on Human Resource Management and Administration related matters.
- Sits on Human Resource Executive Committees and other committees as required/directed.
- Recommends the budgetary requirement for the Corporate Services Division.
- Performs other related duties that may from time to time be assigned.
- Oversees the expenditure from the approved budgetary allocation.
- Approves payment vouchers for goods and services and sign cheques and financial letters on behalf of the Ministry.

INTERNAL AND EXTERNAL CONTACTS

<i>Internal</i>	Nature of Relationship
Permanent Secretary	Professional advice, guidance, reports, work assignment and directive
Senior Directors	Information sharing, advice and reports
Direct Reports	Instructions, guidance, work assignment, advice and sharing information
All staff members	Advice, sharing information and addressing concerns
<i>External</i>	
Cabinet Office	Consultation, guidance and modernisation and restructuring initiatives
Ministry of Finance and Public Service	Compensation and benefit issues

MSET Agencies	Guidance and information sharing on modernisation and policy issues
Other Ministries and Agencies	Information sharing and networking
Trade Unions	Participation in negotiations affecting staff of MSET and its agencies
Contractors, Tenants	Management of service contracts and lease agreement

PERFORMANCE STANDARDS

- Mechanisms to monitor the effectiveness of Corporate Services and produce regular reports on key performance indicators to ensure service delivery is consistent and in line with agreed standards.
- The division's operational plan and budget are developed and implemented within established guidelines and timeframes.
- Policies and procedures for all sections/units of the Division documented, current, and support the achievement of the Ministries mission, goals and objectives.
- Corporate Services programmes are administered in a fair and equitable manner and support the strategic objectives of the Ministry's, Agencies and Departments.
- The Ministry is adequately staffed with competent and trainable employees who are provided with opportunities of career and/or personal growth and development.
- Harmonious industrial relations climate/environment is maintained.
- The Ministry is adequately provided with relevant office supplies and relevant office administration support services to assist in meeting its objectives.
- The Records Management and Information Access Services are effectively administered.
- Support services are provided in a timely and efficient and recipients are satisfied with the quality of service.

- Work environment is safe, healthy and generally conducive to productivity.
- Reports/correspondence/information is accurate and presented within agreed/established timeframe.
- Operates in a fair and impartial manner, sets high standards and establishes clear and focus direction for subordinates.
- Development and welfare of employees in the Division and the Ministry are adequately addressed.
- Information Technology services meet the Ministry's needs.
- Good coordination and effective working relations exist with other Divisions/Units; and external associates.
- Confidentiality, integrity and professionalism are displayed in the execution of duties and personal contact.
- Respect displayed in the working environment at all times.

REQUIRED COMPETENCIES

Core	Level	Functional	Level
Oral communication	4	Strategic vision	3
Written communication	4	Analytical thinking	3
Customer and quality focus	3	Problem solving and decision making	4
Teamwork and cooperation	4	Impact and Influence	4
Integrity	4	Initiative	4
Compliance	3	Planning and organizing	3
Interpersonal skills	4	Goal/result oriented	3
Change management	3	Leadership	3
		Use of technology (relevant computer applications)	1
		<ul style="list-style-type: none"> • Technical Skills • Excellent knowledge of Government Administration Systems, Corporate Planning, 	4

		<p>Labour Laws and Industrial Relations Practices, Staff Orders, Public Service Regulations, Access to Information, Procurement Guidelines and other policies that governs HRM and Administration.</p> <ul style="list-style-type: none"> • Strong consultative competencies in guiding communication approaches in support of executive leaders and business strategy. • Excellent human resource management skills. • Ability to analyze and interpret financial and other corporate information for decision making. • Ability to exercise sound judgement and convictions of purpose in unfavourable or unpopular situations. • Ability to prioritize amongst conflicting demands and make rational decisions based on sound understanding of the facts in limited time. 	
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		<ul style="list-style-type: none"> • Excellent knowledge and understanding of corporate functions and their potential strategic contribution. • Ability to manage limited resources in order to achieve challenging output targets. 	
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QUALIFICATIONS AND EXPERIENCE

- Postgraduate Degree in Business Administration or Public Administration or comparable qualifications in the Social Sciences, from an accredited tertiary institution.
- At least eight (8) years' experience in general management, five (5) of which should be at a senior level preferably in the public sector, or in an organisation of similar size and complexity.
- Demonstrated experience in managing a Corporate Services functions and responsibilities of an Organization.

SPECIALIZED TRAINING

- Human and Industrial Relations.
- Training in Inventory Management, Supplies and Purchasing Management.
- Training in Microsoft Excel, Word.
- Training in Budget Preparation.

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 overseas and locally on work related business.

- Ability to work under pressure and with minimum supervision.

AUTHORITY

- Makes decision/recommendations in respect of staff movement and disciplinary action.
- Recommends/implements changes to the Division's policies, operating systems, practices and procedures.
- Approves travel vouchers.
- Signs cheques and vouchers.
- Allocation of office space and allotment of equipment and furniture.