



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

JOB TITLE	Human Resource Officer, Organizational Development and Performance Management
JOB GRADE	GMG/AM 4
POST NUMBER	68635
DIVISION	Corporate Services
BRANCH/UNIT	Human Resource Management & Development
REPORTS TO	Director, Organizational Development and Performance Management
MANAGES	N/A

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 direction of the Director, Organizational and Development, and Performance Management, the Human Resource Officer is required to collaborate with managers, supervisors and staff, in the administration of activities for the Performance Management and Appraisal System (PMAS) within the Ministry. The Officer will also be responsible for assisting with the administration of new initiatives, processes and interventions to improve the overall performance and effectiveness of the Ministry.

KEY OUTPUTS

- Performance Appraisals reviewed and actioned;
- PMAS database updated;
- Approval Letters for payment of increment/seniority allowance) completed;
- List of awardees for recognition and rewards completed;
- PMAS communication (reminders, notices, flyers etc.) circulated to staff;
- PMAS sensitization, sessions scheduled and conducted;
- Reports of Outstanding Performance Appraisals prepared and submitted to the respective managers/supervisors;
- Policies and procedures developed/reviewed and documented;
- Inputs to Quarterly Corporate Planning Reports and OSC Reports;
- Job Descriptions and Organizational Charts developed/updated.

KEY RESPONSIBILITY AREAS

Management/Administrative

- Participates in the Corporate and Operational Planning activities by assisting with the preparation of the Units' (OD & PM) and the Division's Operational Plan and Budget;
- Assists with the preparation of activity/performance reports as requested;
- Ensures that records are kept up-to-date and are easily retrieved;
- Provides advice to managers and staff on the resolution of OD & PM matters;
- Advises on the interpretation of performance management guidelines;
- Provides administrative support in respect of all OD & PM matters;

- Keeps staff abreast of Human Resource policies and regulations;

Organizational Development

- Provides assistance with the collection of job-related data through interviews, questionnaires, observations and the examination of records to validate findings;
- Provides assistance with the development, and maintenance of organizational charts and output focused job descriptions in collaboration with other HR colleagues, managers and employees;
- Participates in conducting organizational needs assessments to determine organizational readiness for change;
- Provides support with the review and maintenance of customer services initiatives implemented throughout the Ministry.

Performance Management

- Develops and executes PMAS related change management initiatives in collaboration with other officers in HRMD Department, managers and supervisors;
- Schedules/Facilitates Division/Unit Work Plan sessions as required;
- Reviews draft Division/Unit work plans and individual work plans to ensure quality of content (alignment and completeness in specification);
- Reviews completed individual Performance Appraisal Forms to ensure quality of content and accuracy of scores and takes the necessary action as required;
- Develops/reviews manuals/handbooks and forms required for PMAS;
- Provides training for newly appointed managers, supervisors with respect to their responsibilities under the PMAS;
- Provides support with coaching, guidance and information on PMAS related issues to all staff including managers and supervisors;
- Employs the use of surveys, focus groups and other relevant techniques and methodology necessary for organizational, Divisional/Unit assessment. (Provides assistance in designing instruments for these activities;

- Updates template of HRMD Department's Quarterly OSC Report with information of payments of increment and seniority allowances;
- Updates template of HRMD Department's Quarterly Corporate Planning Report with information related to OD Unit (performance management, job descriptions);
- Prepares status report on Outstanding Performance Appraisals for submission to managers/supervisors and also for HREC meetings (when required);
- Develops customized PMAS material for employee orientation sessions
- Prepares resource material for sensitization sessions & workshops for the Performance Management Appraisal System (PMAS);
- Schedules PMAS sensitization sessions for staff
- Maintains Database of PMAS records and scores;
- Sends out communication (reminders of the PMAS cycle) so that all staff are aware of the timetable for PMAS related activities over a given financial year;
- Circulates copies of PMAS related documents (Appraisal Forms, manuals, handbooks and procedures) to all members of staff;
- Monitors compliance with the conduct of annual evaluations and provides guidance as necessary;
- Monitors the implementation by managers of remedial and corrective action to address poor performance;
- Monitors the implementation of development plans as an important aspect of performance management;
- Maintains a confidential database (register) of performance ratings and applicable pay awards/sanctions;
- Identifies staff eligible for payment of increment/seniority allowance/award and prepare letters for approval of payment to the respective Officers, their supervisors and the Finance & Accounts Division;

- Coordinates logistic arrangements for meetings for matters relating to PMAS; prepare relevant letters based on decisions/recommendations from these meetings and conduct follow-up action to ensure resolution of such cases.

Other Responsibilities

- Provides assistance in reviewing and updating manuals, handbooks;
- Updates employee data/information (functional situations, attachments) to MyHr+;
- Performs any other duties that may be assigned from time to time.

INTERNAL AND EXTERNAL CONTACTS

Internal

<i>Contact</i>	<i>Purpose</i>
Director, Organisational Development and Performance Management	Directives and work assignments To develop work plan and report progress
Principal Finance Officer	Performance payment related matters
Senior Directors in MSETT and agencies	To develop PMAS schedule and proffer support and guidance to ensure compliance
All members of Staff in MSETT	To provide support and guidance.

External

<i>Contact</i>	<i>Purpose</i>
Office of the Cabinet	Getting technical advice and providing reports
Heads of Agencies and other Government Ministries	Providing information/ assistance and receiving Information.
Other MDAs	Obtain/Share Information

PERFORMANCE STANDARDS

- Plans are prepared in established format, within agreed timeframe and supports the established objectives of the PMAS and the specific needs of the Ministry;
- Key deliverables are produced within agreed timeframes to required standards as agreed;
- PMAS documents, guidance and training provided are in accordance with the established principles as outlined in the Guidelines issued by the Office of the Cabinet;
- Reports are produced in accordance with the established format and submitted within the timeframe required;
- PMAS communications are clear, issued in a timely manner and are appropriate for the purpose and the target group;
- Adequate controls and tracking systems are implemented;
- Recommendations for corrective action and/or improvements are proactively identified in a timely manner and are fact based;
- Approved changes are implemented within agreed timeframe, in accordance with stated expectations;
- Effective and timely advice and assistance provided to Directors and Managers;
- PMAS manuals, handbooks are up-to-date and readily accessible to staff;
- Confidentiality, integrity and professionalism are displayed in the execution of duties and personal conduct;
- Performance Appraisal records are securely stored.

REQUIRED COMPETENCIES

The Performance Management and Appraisal System: Guideline System and Reference Manual – Competency Framework informed the following with grade ‘1’ being the lowest and ‘3’ or ‘4’ the highest

Core	Level	Functional	Level
Oral communication	3	Strategic vision	2
Written communication	3	Analytical thinking	2

Core	Level	Functional	Level
Customer and quality focus	2	Problem solving and decision making	3
Team work and cooperation	2	Initiative	3
Integrity	2	Planning and organizing	2
Compliance	1	Goal/result oriented	2
Interpersonal skills	2	Proficient in use of computer applications and software Office 365 (Word, Excel, PowerPoint, Outlook), MyHr+.	2
		• Good knowledge of Human Resource Management techniques and practices • Good knowledge of Public Service Regulation, Staff Orders, Labour Laws and practices. • Strong change management skills to guide staff through the extensive performance culture change the PMAS represents; • Comprehensive and sound knowledge of the PMAS as established in the Guidelines issued by the Office of the Cabinet; • Sound knowledge of performance management including developing work plans and conducting performance appraisals; • Sound knowledge of research and data analysis techniques; • Knowledge of job analysis, performance management and appraisal processes and methods including writing job descriptions and work plans.	

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Undergraduate Degree in Human Resource Management/Development or Public Administration or Business Administration or Social Science from a recognized tertiary institution;
- Training in the operation of the GoJ Guideline Performance Management and Appraisal System or specialized training in Performance Management.
- At least three (3) years' experience in Human Resource Management preferably in the public sector.

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Will be required to travel island-wide;
- Will be required to work beyond regular working hours in an effort to meet deadlines;
- Required to work under pressure and with minimum supervision.