

**Child Protection and Family Services Agency
Ministry of Education, Youth & Information
JOB DESCRIPTION AND SPECIFICATION**

JOB TITLE	Director, Corporate Services
JOB GRADE	Level 11
POST NUMBER	
DIVISION	Human Resource Management & Administration
REPORTS TO	Chief Executive Officer
DIRECT REPORTS	Manager, Human Resource Manager, Office & Property Services Manager, Public Procurement Manager, Documentation and Information Access Manager, Information Communication & Technology Customer Service Co-ordinator Administrative Assistant

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

STRATEGIC OBJECTIVE OF THE DIVISION

- To provide strategic leadership, direction and advice for the Agency on all matters affecting corporate services.
- To drive the development and implementation of a comprehensive human resource management strategy for the Agency 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 Agency's mandates.
- To develop frameworks to enhance the Agency's capacities and capabilities in customer service.
- To develop standard operating procedures to guide corporate services deliveries across the Agency
- To develop change management processes and initiatives to guide reform activities.
- 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 and office management services are provided in a manner that supports the efficient and effective operation of the Agency
- To ensure that reliable security and disaster management are provided for the child care facilities, parish offices, regional offices and head office.
- To oversee the Records Information Management function of the Agency in order to ensure reliability, accuracy and confidentiality are maintained of all records across the Agency and child care facilities in keeping with best practices in records management.

JOB PURPOSE

Under the general direction of the Chief Executive Officer, the incumbent provides technical and advisory direction to the staff of the Agency and is responsible for:

- Providing leadership in all aspects of strategic direction and evidence-based policy relating to the provision of Corporate Services in the Agency. This includes, developing and implementing policies and procedures that support the achievement of the Agency's strategic objectives and ensuring that divisions are provided with effective and efficient corporate services;
- Planning, directing, coordinating and monitoring the activities of the Human Resource Management and Development, Procurement, Administration, Office and Property Services, Training and development, Information Communication & Technology,

Transportation Management, Asset Management, Documentation and Information Access Services, PMAS of the Agency.

- Ensuring competent and productive persons are attracted, selected and retained within the Agency.

KEY OUTPUTS

- Strategic leadership provided
- The Corporate Service's activities planned, directed, coordinated 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, across the Agency
- Harmonious industrial relations environment maintained
- Comprehensive audit and monitoring and other reports of the Corporate Services activities are prepared
- Change management plans and initiatives developed
- Sound technical advice and strategic direction provided to the CEO, Departments, Units on all matters relating to corporate services
- Divisional Work Plans linked to Agency's strategic 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 Communication Technology provided to support the operations of the Agency
- Succession policy and other pertinent policies and procedures developed and implemented with the Agency
- Records Information Management Systems implemented and managed
- Individual Work Plans developed
- PMAS reviewed, implemented and effectively maintained

JOB RESPONSIBILITIES

Strategic Management

- Develops and monitors the implementation of the Division's Corporate Services Work Plan.
- Determines objectives and priorities within programmes for each department/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 Agency.
- Ensures the implementation of the Corporate Services strategy and policies within the framework of the Public Service Regulations, Staff Orders, Executive Agency Act and regulation and other regulations within the Agency to support the recruitment, retention, welfare, training and development, performance assessment and off-boarding of employees.
- 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 Communications Technology and other management issues and recommends their implementation/adoption where necessary to enhance/improve the quality of corporate services in the Agency.
- Ensures the periodic review and analyses of the Agency's structure and manpower needs and make recommendations for adjustments where necessary to meet the changing requirements of corporate objectives as indicated in the Agency's strategic planning process.
- Develops and implements Employee Wellness Program and Initiatives that address the physical, emotional and psychological well-being of employees.
- Oversee the implementation of an effective Performance Management and Appraisal System (PMAS) for effective utilization and allocation of staff and maximum organization productivity as well as one that facilitates fairness, transparency and objectivity with appropriate systems of rewards and sanctions and with a view to promote and facilitate a performance culture.
- Oversees the development of work plans and programmes for the Corporate Services Division and provides technical advice to employees across the Agency on the crafting of work plans, ensuring staff is effectively utilized and productivity optimized.
- Establishes and maintains systems/programmes to foster a culture of "service and team work" across the Agency.
- Establishes and maintains effective relationships with management and staff to help gain confidence and cooperation in the delivery of human resource and other services.

- Ensures that measures are implemented to facilitate rigorous audit of each department's role.
- Represents the Agency 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.
- Oversees the effective administration of the promotion, retirement, training, discipline, leave, compensation, separation and transfer policies in keeping with government regulations and internal policies and procedures.
- Ensures the smooth and timely arrangements are made for the transfer of staff to various regions.
- Oversees the development and implementation of a Corporate Training Plan and Budget to meet the needs of the Agency in achieving the strategic goals and objectives.
- Provides leadership and guidance in the development, implementation and maintenance of an effective succession policy and programme to ensure continuity of skills and competencies in the Agency, 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 Agency's training and development policies, manuals, handbooks and other related information guidelines.
- Oversees the assessment of the effects of training and development programmes on the achievement of the Agency's strategic objectives.
- Ensures that staff is properly oriented and socialized into the value system of the organization.
- Provides guidance to staff in the Division through coaching, mentoring, training, and relevant assistance and support as needed.
- Oversees the management of the PMAS recognition and rewards system in line with the development and implementation of a Rewards and Recognition policy and procedure document.
- Provides the technical inputs to an agenda for business process re-engineering and general modernization initiatives in the CPFSA.
- Implements and monitor transition processes/programmes within the Agency to ensure that reorganization is in keeping with GOJ and CPFSA's policies.
- Leads the Ministry's change management processes with a view to increase its efficiency and effectiveness.
- Directs the development and review of the agency's restructuring and reorganization proposals.
- Conduct job audits and diagnostics reviews.

- 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.
- 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 Agency.
- 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.

Office Administration /Customer Service/Procurement and Inventory Management

- Leads the development and oversees the implementation of administrative policies and procedures in-keeping with Government guidelines and regulations.
- Ensure that goods and services/works required by the Agency are procured and delivered in a timely manner and according to the specifications requested as well as the Agency's performance standards, the Government of Jamaica Public Procurement Act 2015, Regulations 2018 and all other applicable legal provisions.
- Establishes and maintains Customer Service Improvement Team
- Develops and implements the Agency's customer service improvement programme
- Ensures the maintenance of an effective inventory management system for all the Assets of the Agency
- Ensure the establishment of a preventative maintenance programme for the Agency's motor vehicles, furniture and equipment.
- Guides the development of a Safety and Security programme including an effective Disaster Management Manual to protect the Agency's human resources, physical assets and other assets.
- Ensures the availability of adequate ancillary support service including janitorial and transportation services.
- Develop and maintains occupational health and safety policy and procedures as well as security procedures for the protection of staff, during and after working hours as appropriate
- Ensure safety procedures and security procedures are affected within child care facilities, places of safety and therapeutic centers.

- Oversees projects for major construction/renovation/ retrofitting/refurbishing and/or minor repairs of child care facilities, places of safety, therapeutic centres, office space, furniture and equipment and other assets.
- Oversees the preservation and maintenance of a clean and attractive environment conducive to achieving the highest level of efficiency and effectiveness.

Documentation and Information Management

- Oversee the provision of public access to records/information in keeping with the legislative requirements.
- Develop plans for the modernization of records management by creating the digitization of records.
- Oversee the management of and participate in the development/establishment of appropriate policies, standards and general procedures in relation to review, appraisal, storage, retention, tracking, retrieval, archiving and disposal 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 in a cost effective manner.
- Oversees the establishment of systems and procedures to effectively manage the Registry and the maintenance of efficient records management system.
- Ensures that the library/documentation centre is adequately equipped and is user friendly and accessible to the general public.
- Ensure adherence to protocols governing the Access to Information Act, Data Protection Act and other GoJ laws, regulations and guidelines.
- To ensure that the documentation and information management services of the Agency are efficiently and effectively managed to support the core functions of the Agency and meet the communication and information needs of its staff and the public.

Information Communication Technology Services

- Assess the Agency's business objectives and lead in the development of information communication technology strategies and plans to support the Agency's operations in attaining its goals and objectives.
- Ensure the development and implementation of policies in respect of information management and information communication technology resources.
- Oversee the delivery of Information Communication Technology services to all Divisions and facilities of the Agency
- Lead the preparation and monitoring of the implementation plan for the introduction of approved technology products.
- Ensures the design and development of new enabling technologies to support key initiatives that cut across the Agency and its Divisions/Departments/Units.

Policy Advice

- Assumes responsibilities as a member of the executive body of the Agency 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 CEO and Divisional Directors to ensure effective co-ordination of the Agency'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 Agency.
- 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;
- Provides leadership and advice on the Human Resource Executive Committee in relation to the delegated functions of the Agency.
- 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 regional and parish offices to ensure that Corporate Services policies and practices are adhered to.

Human Resource Responsibilities

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring and coaching;
- Evaluates and monitors the performance of staff across the organization and implements appropriate strategies;
- Coordinates the development of Individual Work Plans and recommends performance targets for staff within the Division
- Participates in the recruitment and training of staff of the Corporate Services Division;
- Recommend transfers, promotion and leave in accordance with established Human Resource Policies and Procedures;
- Identifies skills/competencies gaps and contributes to the development and succession planning for the Agency to ensure adequate staff capacity;

- Monitors the performance of staff and facilitates the timely and accurate completion of the staff annual performance appraisals and other periodic reviews;
- Ensures the well - being of staff supervised;
- Effects disciplinary measures in keeping with established guidelines/practices.

Other Responsibilities

- Prepare and submit monthly, quarterly, annual and any other reports as required
- Ensure maintenance of confidentiality and trusting relationships in accordance with the mandate of the Agency
- Attend/conduct staff meetings bi-annually and at any other time as required
- Perform other related duties that may be assigned from time to time by the Chief Executive Officer

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.
- Respective Policies and procedures for the Agency are developed, implemented, current, and support the achievement of the Agency's mission, goals and objectives.
- Corporate Services programmes are administered in a fair and equitable manner and support the strategic objectives of the Agency.
- Recruitment, Selection, onboarding and off boarding program is enhanced and the Agency is adequately staffed as needed.
- Training and development programs are effectively administered and executed in a timely manner.
- Succession Planning Program is effectively implemented
- Harmonious industrial relations climate/environment is maintained.
- The Agency is adequately provided with relevant office supplies and relevant office administration support services to assist in meeting its objectives.
- Records Information Management is effectively maintained and office spaces across the Agency house only pertinent files in keeping with regulatory guidelines.
- Information Access Services are effectively administered.
- Property Services are provided in a timely and efficient manner and recipients are satisfied with the quality of service.
- Work environment is safe, healthy and generally conducive to productivity. Operates in a fair and impartial manner, sets high standards and establishes clear and focus direction for subordinates.
- Employee Wellness Program is effectively implemented and maintained within the Agency

- Information Communication Technology Services across the Agency are modern and efficient.
- Good coordination and effective working relations exist with other Divisions/Units; and external associates.
- Procurement is executed in accordance with prescribed regulatory standards and files are effectively maintained
- Technical advice and recommendations provided are sound and supported by qualitative/quantitative data;
- Annual/Quarterly/Monthly performance reports are prepared in accordance with agreed standards, format, are accurate and submitted on time;
- Individual Work Plans developed in conformity to established standards and within agreed timeframe;
- PMAS effectively implemented and monitored and Staff Appraisals are completed and submitted in accordance to agreed timeframe and standards;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff

JOB DIMENSIONS (AUTHORITY, SCOPE AND IMPACT OF JOB)

- Agree revision to HRM&A policies and procedures, and represent the Division at meetings and any other functions as requested
- Incur expenditure within budgetary limits
- Conduct Impact Assessment as required
- Identify and recommend areas for particular types of intervention/review
- Recommend training provision, budget, and suppliers
- Make decisions regarding information technology procurement and use
- Establish standards relating to the use of information technology/services
- Allocate user privileges of technology
- Access all user files on databases
- Recommend staff appointments, promotion, recruitment, disciplinary action, leave and general welfare issues;
- Approve movement and repair of equipment relating to provision of information services
- Approve travel vouchers
- Approves Petty cash

QUALIFICATION & EXPERIENCE

- Masters Degree in Human Resource Management or related discipline
- Minimum of eight (8) years' related experience, of which five (5) should be at the senior level

OR

Any equivalent combination of education and experience

REQUIRED COMPETENCIES

Behavioural	Level	Technical	Level
Oral Communication	4	Use of Information, Communication and Technology	1
Written Communication	4	Sound knowledge of Child Care and Protection Act, Children (Adoption of) Act and other legislation relevant to the welfare and development of children, National Parenting Support Policy Executive Agencies Act, Sound knowledge of Government Administration Systems and Staff Orders, Public Service Regulations, GoJ, Procurement Guidelines, Access to Information Act and other legislation relevant public sector administration.	5
Teamwork and Cooperation	5	Budget Management	3
Interpersonal Skills	4	Change Management	5
Initiative	5	Conflict Management	5
Client and Quality Focus/Commitment to Service	5	Negotiation and Consultation	4
Compliance	5	Performance Coaching	5
Adaptability	5	Risk Management	4
Integrity and Confidentiality	5	Policy Development, analysis and evaluation	5
Methodical	3	Mentoring	5
Problem Solving and Decision Making	5	Monitoring and Evaluation	4
Planning and Organizing	5	Research Methodology	4
Goal/Result Oriented	5	Project Management	4
Confidentiality	5	HR Management and Strategic Planning	5
Mutual Respect	5	Talent Acquisition	5
Leadership	4	Workforce Management	4
Impact, Motivation and Influence	5	Employee Engagement and retention	5

Management of external relations	4	Training and development	5
Strategic Vision	5	Organizational effectiveness and development	4
Analytical thinking	5	Employee Labour Relations	5
People Management	5	Performance Management	5
Creativity and Innovativeness	4	Sound judgement and convictions of purpose in unfavourable or unpopular situations.	4
Listening	5	Project Management	4
Observation	5	Prioritizing amongst conflicting demands and making rational decisions based on sound understanding of the facts in limited time	4

WORK RELATIONSHIPS

Internally

All Division heads/Managers/
Supervisors/Staff
RCCF Managers

Externally

Ministry of Education and Youth
Ministry of Finance & the Public Service
Office of the Services Commissions
Ministry of Labour & Social Security
E-Gov
IT Systems Director – MoEYI
Suppliers
Contractors

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- May be required to work beyond normal office hours to meet deadlines.
- Will be required occasionally to travel locally to meet with staff at offices and facilities islandwide and to participate in presentations as well as represent the Agency at meetings, workshops and conferences.
- Extended hours may be required to meet project deadlines.
- May be required to travel overseas on work related business.
- Will be required to occasionally work under pressure and must be able to work with minimum supervision.