



CIVIL SERVICE OF JAMAICA JOB DESCRIPTION & SPECIFICATION

Ministry/Entity: MINISTRY OF JUSTICE	
Job Title	Administrator
Job Grade	
Post Number	
Unit	Justice Centre
Division	
Reports To:	Restorative Justice Coordinator
Direct Reports	
Indirect Reports	

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

A. JOB PURPOSE STATEMENT (reason for job existing)

To provide administrative support to the Justice Centre

B. KEY OUTPUTS

- Records Maintained
- Documents Produced
- Reports -Generated
- Filing System monitored
- Appointments/meetings scheduled

C. KEY RESPONSIBILITY AREAS

- Serves as a liaison officer for the Parish Managers to acquire relevant information
- Takes and transcribes notes and produces documents
- Schedules and coordinates meetings/training/workshops at the Centre
- Proof reads documents for accuracy, completeness and conformity to established formats
- Co-ordinates activities for a variety of meetings, attends meetings, take notes and prepares minutes
- Reproduces confidential and other urgent correspondence and deals with urgent mail, faxes and emails as directed
- Types reports, correspondence, memos, forms, agendas
- Drafts response to routine correspondence for relevant signature
- Research and provides information to facilitate the preparation of critical reports
- Provides customer care support to clients
- Performs any other duties as assigned

D. PERFORMANCE STANDARDS

This job is satisfactorily performed when:

- Documents are accurately produced within agreed timeframe to required standard
- Filing system is maintained according to established Records Management standards
- Mail processed and distributed within the agreed timeframe
- Appointment diaries are accurately updated as requested
- Confidentiality and integrity are exercised
- Customer service standards maintained

E. REQUIRED COMPETENCIES

(I. and II. See PMAS Competency framework for behavioural attributes)

I. Core Competencies	Level	II. Technical/Functional Competencies	level
Oral Communication		Use of Technology	
Written Communication		Analytical Thinking	
Integrity		Planning and Organising	
Team Work & Cooperation		Time Management	
Initiative			
Compliance			
Customer and Quality Focus			
Interpersonal			
Adaptability			

III. Other Competencies	level
Ability to compose and edit written material	
Ability to record minutes and transcribe meeting notes	

Ability to work under pressure and meet deadlines	
Tact and decorum when dealing with people	

F. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

a) Specific knowledge (however acquired) required to start:

b) Qualifications and Experience

CXC/GCE O’level English Language; successful completion of the Certificate in Administrative Management (CAM) level 2 at the Management Institute for National Development (MIND), proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, plus 4-5 years general office experience.

OR

Graduation from an accredited school of Secretarial Studies with proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; training in the use of a variety of software applications e.g. word processing, database and spreadsheets; English Language at CXC/GCE O’level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development (MIND) plus 4-5 years general office experience.

(c) Continuous Professional Development

- Attend relevant training on emerging trends and practices within the field.
- Network within the profession and relevant associations to keep abreast with the industry.

b)

G.

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work beyond normal office hours