



## CIVIL SERVICE OF JAMAICA JOB DESCRIPTION & SPECIFICATION

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

**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)

<b>I. Core Competencies</b>	<b>Level</b>	<b>II. Technical/Functional Competencies</b>	<b>level</b>
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			

<b>III. Other Competencies</b>	<b>level</b>
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