



CIVIL SERVICE OF JAMAICA  
JOB DESCRIPTION AND SPECIFICATION  
MINISTRY OF JUSTICE

|                     |  |
|---------------------|--|
| <b>JOB TITLE:</b>   | Director, Human Resource Management  |
| <b>JOB GRADE:</b>   | GMG/SEG 3  |
| <b>POST NUMBER:</b> | 13384  |
| <b>DIVISION:</b>    | Corporate Services Division  |
| <b>BRANCH</b>       | Human Resource Management & Development  |
| <b>REPORTS TO:</b>  | Snr Director, Human Resource Management & Development  |
| <b>MANAGES:</b>     | Senior Human Resource Officer (Staffing); Human Resource Officer (Staffing); Records Officer; Senior Secretary; and Administrator. |

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 Objectives of the Division ( in which the position is located):

TBD

### Job Purpose

Under the leadership and direction of the Senior Director, Human Resource Management & Development, the Director, Human Resource Management is primarily responsible for strategically partnering with key business process holders in the MOJ and its subjects in directing the human resource planning mechanisms, people retention and employee relations functions in furtherance of its Vision and Mission and the Government of Jamaica's Human Resource Management policies and guidelines.

### Key Outputs:

- Human Resource Planning and Talent Management strategies managed
- Recruitment and Selection processes managed
- People retention managed
- Human Resource records/information managed
- Grievance and disciplinary processes managed
- Technical advice provided
- Annual/Quarterly/Progress Reports prepared
- Staff coached and appraisals conducted
- Individual Work Plan developed

### Key Responsibility Areas:

#### **Technical/Professional Responsibilities**

- Directs the design, implementation and monitoring of Human Resource Management business processes and service level agreements to support the achievement of the MOJ's strategies, policy priorities and programmes;
- Directs the human resource planning and talent management mechanisms of the MOJ by identifying current workforce supply, determining the future of the workforce, balancing between labour supply and demand, in line with the Ministries goals;
- Directs the recruitment and selection processes of staff within the MOJ in keeping with human resource plans and strategies;
- Directs the designing, reviewing/modification of tools and instruments geared at supporting the recruitment and selection processes, i.e. assessment centres, interview questions, assessment rubrics, scoring regimes, etc.
- Reviews and presents submissions to the Senior Director, HRM&D for hearing at the Human Resource Advisory Committee (HRAC) on matters relating permanent and acting appointments, transfers, secondments, discipline and related matters;
- Guides the management of HRM informatics and compile statistical reports concerning people management data such as new recruits, acting assignments, transfers, and related matters;
- Analyses statistical data and reports to identify and determine root cause of Human Resource problems and develop recommendations for improvement of the various HR policies and practices;
- Participates in the formulation and execution of HR policies, plans and procedures regarding recruitment;
- Develops and maintains records management systems geared at safeguarding staff files/information and generating accurate staff listing for the MOJ at any given time;

- Provides advice for the design of human resource forms, contracts, service level agreements and standards regarding the provision of job letters and related items;
- Provides and contributes to training sessions on Human Resource policies and procedures;
- Prepares and reviews reports/submissions in relation to grievance and disciplinary issues for submission to the appropriate committee;
- Assists with the coordination and conducts the MOJ's onboarding and orientation programmes by developing schedules, coordinating logistics and any other related duties to foster positive attitude toward the organizations objectives;
- Provides current and prospective employees with information about GOJ HR policies, job duties, working conditions, wages, and opportunities for promotion and employee benefits;
- Assists with developing and maintaining the Succession Planning Programmes for the MOJ;
- Collaborates with the Senior Director, HRM&D in addressing Industrial/Labour Relations challenges to ensure the maintenance of a harmonious working environment;
- Keeps abreast of trends and changes in HRM methodologies and technology, career and professional development;
- Keeps abreast of trends and changes in operations management and service delivery and recommends/implements changes where necessary to improve the service quality and productivity of the Branch and organization.

#### **Management/Administrative Responsibilities**

- Manages the development of the Unit's Corporate/Operational Plans, Budget and Individual Work Plans;
- Supervises preparation of reports from HRM to the Principal Director, Corporate Services, Permanent Secretary, Senior Executives and other relevant stakeholders;
- Convenes and attends internal committee meetings to address Human Resource Management matters and other executes directives as necessary;
- Participates in meetings, seminars, workshops and conferences as required.

#### **Human Resources Responsibilities**

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline;
- Coordinates the development of individual work plans and recommends performance targets for the staff assigned;
- Participates in the recruitment and training of staff of the Branch;
- Recommends training, promotion and approves leave in accordance with established Human Resource Policies and Procedures;
- Identifies skills/competencies gaps and contributes to the development and succession planning for the Unit 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, implements appropriate strategies;
- Ensures the well-being of staff supervised;
- Effect disciplinary measures in keeping with established guidelines/practices.
- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design.

#### **Other Responsibilities**

- Performs all other duties and functions as may be required from time to time.

### Performance Standards:

- Human Resource Planning and Talent Management strategies managed in accordance with agreed standards, organizational priorities and timeframes;
- Recruitment and Selection processes managed in accordance with agreed standards, organizational priorities and timeframes;
- People retention managed in accordance with agreed standards, organizational priorities and timeframes;
- Human Resource records/information managed in accordance with GOJ RIM Policies, agreed guidelines and timeframes;
- Grievance and disciplinary processes managed in accordance with established policies and timeframes;
- Technical advice provided are evidence-based and submitted in accordance with agreed timeframes;
- Annual/Quarterly/Progress Reports prepared in accordance with agreed standards, formats and timeframes;
- Individual Work Plan are aligned to the strategic planning mechanisms of the MOJ and are timely;
- Staff managed according to GOJ HR and other established practices and performance appraisals and reviews/coaching done and submitted in accordance to agreed timeframe and standards;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

### Internal and External Contacts (specify purpose of significant contacts):

#### **Internal Contacts**

| <b>Contact (Title)</b>   | <b>Purpose of Communication</b>   |
|--|---|
| Principal Director, Corporate Services<br>Senior Director, HRM&D | <ul style="list-style-type: none"><li>• Provide advice and contribute to decision making;</li><li>• Identify emerging issues/risks and their implications, and propose solutions;</li><li>• Receive guidance and provide regular updates on key HRM&amp;D/People issues and priorities.</li></ul> |
| Senior Executives/Management in Divisions                        | <ul style="list-style-type: none"><li>• Develop and maintain effective working relationships</li><li>• Collaborate, exchange information, provide strategic advice, support and feedback</li></ul>  |
| Direct Reports   | <ul style="list-style-type: none"><li>• Provide coaching, guidance and support.</li></ul>   |
| General Staff  | <ul style="list-style-type: none"><li>• Develop and maintain effective relationships</li><li>• Provide expert advice and exchange information</li></ul>   |

#### **External Contacts**

| <b>Contact (Title)</b>              | <b>Purpose of Communication</b>   |
|-------------------------------------|---|
| Departments and Agencies of the MOJ | <ul style="list-style-type: none"><li>• Develop and maintain effective relationships;</li><li>• Provides expert advice on HRM&amp;D/People matters; and exchange information;</li><li>• Liaise on key HRM&amp;D/People issues</li></ul> |

| Contact (Title)   | Purpose of Communication  |
|---|---|
| Ministry of Finance & Public Service<br>-SHRMD                    | <ul style="list-style-type: none"> <li>Develop and maintain effective relationships;</li> <li>Receive expert advice; and provide and exchange information;</li> <li>Liaise on key HRMD issues.</li> </ul> |
| OSC   | <ul style="list-style-type: none"> <li>Develop and maintain effective relationships;</li> <li>Receive expert advice; and provide and exchange information;</li> <li>Liaise on key HRMD issues.</li> </ul> |
| Auditor General   | <ul style="list-style-type: none"> <li>Exchange information on audit queries and related processes</li> </ul>   |
| Committees of Parliament related to<br>Corporate Services Affairs | <ul style="list-style-type: none"> <li>Assists/Supports the Permanent Secretary in discussions on the MOJ's Corporate Services/ HRM&amp;D/People and related matters</li> </ul>                           |
| Professional Affiliations   | <ul style="list-style-type: none"> <li>Provides expert advice and exchange information;</li> <li>Identify innovation and new opportunities for the Association.</li> </ul>                                |
| Contractors, suppliers and providers of<br>services               | <ul style="list-style-type: none"> <li>Monitors TOR for goods and services and related interventions;</li> <li>Exchange of information.</li> </ul>  |
| General Public  | <ul style="list-style-type: none"> <li>Collaborate on matters, exchange information, provide advice and seek feedback</li> </ul>  |

#### Required Competencies:

| I. Core Competencies       | Level | II. Technical/Functional Competencies | level |
|----------------------------|-------|---------------------------------------|-------|
| Oral Communication         | 3     | Use of Technology                     | 1     |
| Written Communication      | 3     | Technical Skills                      | 2     |
| Integrity                  | 3     | Goal/Results Oriented                 | 1     |
| Team Work & Cooperation    | 3     | Planning and Organising               | 1     |
| Initiative                 | 3     | Methodical                            | 2     |
| Compliance                 | 2     | Analytical Thinking                   | 1     |
| Time Management            | 2     | Problem Solving and Decision-making   | 1     |
| Interpersonal              | 3     | Presentation and Reporting            | 2     |
| Adaptability               | 3     | Accountability                        | 2     |
| Customer and Quality Focus | 3     | Attention to Detail                   | 2     |
|                            |       | Coaching and Mentoring                | 2     |
|                            |       | Flexibility                           | 2     |
|                            |       | Leadership                            | 2     |
|                            |       | Resilience                            | 2     |
|                            |       | Human Resource Management             | 3     |
|                            |       | Stress Tolerance                      | 2     |
|                            |       | Strategic Vision                      | 2     |

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|---|
| <b>I. Key Competencies</b>  |
| Understanding of the Staff Orders and the Public Service Regulations  |
| Understanding of Human Resource Management Practices in Government  |
| Good knowledge of HRM&D/People Principles and Techniques, including Recruitment, Manpower planning Benefits Administration;   |
| Good knowledge of the Government of Jamaica's legislative arrangements underpinning the HRM&D/People functioning, for example Public Service Regulations, Records & Information Management Policies, Access to Information, SHRMD Policies, etc.; |
| Strong ability to synthesize multiple ideas and complex information into a coherent summary, as in reports and briefing notes, and to make cogent recommendation for the modification or creation of legislation, policies and programmes;        |
| Good knowledge of the Ministry's Code of Conduct and HR policies  |

#### Minimum Required Education and Experience

- Bachelor's Degree in Human Resource Management or Management Studies, Public/Business Administration, or related social sciences with a diploma in Human Resource Management;
- Five (5) years' experience in Human Resource Management and Development, in an organization of similar size and complexity; with at least three (3) years in a management capacity.

#### Authority:

- Access staff's confidential information;
- Prepares and reviews HRMC and HREC Submissions;
- Approves/Administers procedures for the monitoring and reviewing of programmes, systems and policies;
- Engages a range of related stakeholders;
- Recommends staff appointments, promotion, recruitment, disciplinary action, leave and general welfare issues;
- Recommends relevant training and development programmes for direct reports to enhance knowledge and performance.

#### Specific Conditions associated with the job

- Work will be conducted in an office outfitted with standard office equipment and specialized software.
- The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions.
- May be required to travel locally and overseas to attend conferences, seminars and meetings.