



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF JUSTICE

JOB TITLE:	Manager, Corporate Communications
JOB GRADE:	MCG/IE 5
POST NUMBER:	74060
DEPARTMENT/DIVISION:	Corporate Services Division
BRANCH	Corporate Communications & Public Relations
REPORTS TO:	Director, Corporate Communications & Public Relations
MANAGES:	Digital and creative Content Officer

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):

Develop communication strategies to enhance public awareness of justice sector policies and programme.

Job Purpose

Under the leadership and direction of the Director, Corporate Communications & Public Relations, the Manager, Corporate Communications is responsible for maintaining and enhancing the Ministry of Justice's reputation by developing internal and external communications plans and programmes. The postholder will work closely with the Director, Corporate Communication & PR and colleagues in Public Relations and Social Media to create a fully joined up 'one team' approach to all MOJ's communications.

Key Outputs:

- Corporate Communication Needs assessed
- Corporate Communications Plan managed
- Branding Strategies and Standards created and managed
- Corporate Communications Budget managed
- Publications implemented and managed
- Technical Advice and Recommendation Provided
- Annual/Quarterly/Monthly/Periodic Reports prepared
- Individual Work plan developed

Key Responsibility Areas:

Technical/Professional Responsibilities

- Assists in the development and delivery of the Ministry of Justice's media and communications strategies;
- Analyses requirements and proposals on ways to integrate advocacy and communication strategies into all aspects of the MOJ's policies, programmes and projects;
- Assists in the definition, implementation and evaluation of a strategic integrated Communication Plan for the MOJ that builds awareness of the organisation's mandate and vision;
- Develops an internal communication plan to drive engagement, alignment and understanding of MOJ's strategy and priorities;
- Prepares and conducts communications needs assessments for the MOJ divisions, projects and programmes;
- Creates, implements, and maintains effective branding strategies and standards for the MOJ;
- Manages the organisation's corporate communications buying budgets and operations, including but not limited to print publications and advertising;
- Designs and publishes a Ministry e-newsletter containing relevant news and pictures from across the MOJ;
- Devises, implements, and maintains an effective and efficient print publication strategy, including the establishment of Editorial Committee;
- Designs and prints/publishes appropriate ministry promotional items such as brochures, graphics, videos, slide shows, booths, and more, to aid with events, etc.;
- Assists in the planning of MOJ and community events as directed by the Executive Management team;
- Collaborates with appropriate corporate executive managers and senior divisional directors to ensure continuous improvement and to ensure that adjustments to strategy are made as needed and in a timely manner;

- Keeps informed of developments in the corporate communications, government management and Justice affairs to help the Ministry operate with initiative and innovation.
- Collaborates with the Customer Service Branch to plan and execute activities and events
- Drafts speeches, presentations, speaking notes for Executive Managers

Management/Administrative Responsibilities

- Participates in the strategic planning of Corporate Communications and PR initiatives, ensuring clear evaluation frameworks are set to measure the impact;
- Develops Individual Work Plans based on alignment to the overall plan for the section;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required;
- Maintains customer service principles, standards and measurements.

Human Resources Responsibilities

- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division’s and organization’s goals;
- Assists with the preparation and conducts presentations on role of Division/Unit for the Orientation and Onboarding programme.

Other Responsibilities

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

Performance Standards:

- Corporate communication needs assessed and are in keeping with the agreed communication strategies;
- Branding strategies and standards created and managed with established guidelines and timeframes;
- Corporate Communications Plan managed in accordance with industry standards and agreed timeframes;
- Corporate communications budget managed in accordance with established policies and timelines;
- Publications are methodical, meet agreed guidelines and timeframes;
- Technical advice and recommendations provided are sound and supported by qualitative/quantitative data;
- Work plans conform to established procedures and
- Reports are evidence-based and submitted in a timely manner;
- Speeches, messages, website content, news releases and other information produced are evidence-based, meets agreed standards and timeframes;
- 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

Contact (Title)	Purpose of Communication
Principal Director, Corporate Services; Director, Corporate Communications & PR	<ul style="list-style-type: none"> • Provide advice and contribute to decision making; • Identify emerging issues/risks and their implications, and propose solutions;

Contact (Title)	Purpose of Communication
	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on key Corporate Communication & PR issues and priorities.
Senior Executives/Management in Divisions	<ul style="list-style-type: none"> • Develop and maintain effective working relationships • Collaborate, exchange information, provide strategic Corporate Communication & PR advice, support and feedback
General Staff	<ul style="list-style-type: none"> • Develop and maintain effective relationships • Provide expert advice and exchange information

External Contacts

Contact (Title)	Purpose of Communication
Departments and Agencies of the MOJ	<ul style="list-style-type: none"> • Develop and maintain effective relationships; • Provides expert advice on Corporate Communication & PR matters; and exchange information;
MDAs	<ul style="list-style-type: none"> • To collaborate on/and receive strategic direction on Corporate Communication & PR and related issues
Media personnel	<ul style="list-style-type: none"> • Provision of media coverage for events; press releases; media request for information, etc.
Jamaica Information Service	<ul style="list-style-type: none"> • Provision of special services such as photography, multi-media projection, etc.
Professional Bodies	<ul style="list-style-type: none"> • To provide & request information
Registered Training Institutions - Universities etc.	<ul style="list-style-type: none"> • Collaboration on training opportunities
Contractors, suppliers and service providers	<ul style="list-style-type: none"> • Monitor contracts/projects and interventions related to Social Media; • Provide expert advice and exchange information.
General Public	<ul style="list-style-type: none"> • Collaborate on matters, exchange information, provide advice and seek feedback

Required Competencies:

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

		Resilience	2
		Stress Tolerance	2
		Strategic Vision	2
		Technical Skills	2
		Use of Technology	1

I. Other Competencies	
Good knowledge of Corporate Communication principles and practices	
Ability to foster and maintain a good working relationship with the media	
Good understanding of the machinery of Government, political processes and the requirements of Ministers and other officials	

Minimum Required Education and Experience

- Bachelor’s Degree in Media/Communication Studies, Mass Communication, Digital Media Communications, Digital Marketing or a related discipline;
- Four (4) years’ experience in a media and communication environment.

Authority

- Recommends improvements to the Corporate Communications strategy/plans

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.
- Will be required to travel locally in furtherance of core duties and to attend conferences, seminars and meetings.