



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF JUSTICE

JOB TITLE: Secretary 2
JOB GRADE: OPS/SS2
POST NUMBER: 74016
BRANCH/UNIT: Executive Office
DIVISION: Social Justice
REPORTS TO: Principal Director Social Justice Services
MANAGES: N/A

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):

To provide a social component to the delivery of justice through Alternative Justice Services and Alternative Dispute Resolution (ADR) services - Restorative Justice, Child Diversion and Victim Services Programmes, to support the overall priorities of the Ministry.

Job Purpose

To provide efficient and effective secretarial support to the Principal Director Social Justice Division.

Key Outputs:

- Information provided for all customers and callers;
- Documents produced;
- Filing system operational;
- Diary maintained and meetings arranged;
- Reports Generated
- Physical resources of the Division managed and maintained.

Key Responsibility Areas:

- Maintains shared electronic folders containing calendar and contacts in the Microsoft Outlook programme to ensure co-ordination;
- Ensures that all correspondence of a general or routine nature received are properly actioned;
- Takes shorthand dictation and reproduces confidential and other correspondence;
- Types all necessary correspondence for dispatch;
- Composes letters and memos based on general instructions;
- Records all mail received;
- Arranges for the printing, photocopying, binding, dispatching etc of documents produced;
- Establishes and maintains an effective record keeping system for correspondence, reports, meeting minutes, supplies, and other sources of information.
- Prepares attendance/punctuality reports;
- Assists in the management of the Division's physical resources, such as printers, computers, phones etc and arranges for the prompt repair or replacement of faulty equipment;
- Assists in the ordering, securing and distribution of stationery and other supplies
- Assists in arranging meetings, workshops, conferences etc, including identifying the location and preparing the agenda and relevant documents
- Prepares reports and programme documents as required
- Takes action minutes at meetings where directed to do so and circulating them as required

Performance Standards:

- Shared electronic folders, calendars and work diary maintained in keeping with agreed standards and timeframes;
- Correspondence (letters, memoranda etc.) drafted and finalized in keeping with agreed standards and timeframes;
- Timeliness of production of documents;
- Adequacy and timeliness of arrangements made;
- Percentage (%) availability of physical resources;
- Level of customer satisfaction with service provided (internal and external);
- Adequate stationary and other material are always available;
- Percentage of all correspondence and files can be quickly and easily retrieved;
- Accuracy and timeliness of file maintenance and update.

Internal and External Contacts (specify purpose of significant contacts:

Within the Division

Contact (Title)	Purpose of Communication
Principal Director Social Justice Division	<ul style="list-style-type: none">• Provide advice and contribute to decision making;• Identify emerging issues/risks and their implications, and propose solutions;• Receive guidance and provide regular updates on key Finance and Accounting issues and priorities.
Senior Executives Division/Department/Agency	<ul style="list-style-type: none">• Develop and maintain effective working relationships on related matters;• Exchange of information.
General Staff	<ul style="list-style-type: none">• Develop and maintain effective relationships;• Provide expert advice and exchange information.

Contacts external to the organisation required for the achievement of the position objectives

Contact (Title)	Purpose of Communication
Departments and Agencies of the MOJ	<ul style="list-style-type: none">• Develop and maintain effective relationships;• Liaise on key functional or issues affecting areas.
MDAs	<ul style="list-style-type: none">• Develop and maintain effective relationships;• Liaise on key functional or issues affecting areas
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		Use of Technology	
Written Communication		Goal/results oriented	
Integrity		Technical Skills	
Team Work & Cooperation		Planning and Organising	
Initiative		Research and Evaluation	
Compliance			
Time management			
Interpersonal			
Adaptability			
Customer and Quality Focus			

I. Other Competencies
Good keyboarding dexterity
Ability to compose and edit written material

Minimum Required Education and Experience

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

- Excellent typing skills

b) Qualifications and Experience

CXC/GCE O'level English Language; successful completion of the Certificate in Administrative Management (CAM) level 1 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.

Authority:

N/A

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.