



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF JUSTICE

JOB TITLE: Senior Secretary
JOB GRADE: OPS/SS 3
POST NUMBER: 64184
BRANCH: Victim Services
DIVISION: Social Justice
REPORTS TO: Director Victim Services Division
MANAGES:

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

The incumbent has responsibility to provide high level administrative and executive support to the Director. This involves handling information requests and performing clerical/secretarial functions such as preparing correspondences, receiving visitors, arranging conference calls, interacting with both internal and external executives as well as consultants to coordinate a variety of complex meetings.

Key Outputs:

- Reports prepared;
- Correspondences, communications, presentations and other documents prepared and edited;
- Records and filing system maintained;
- Meetings and events arranged and coordinated;
- Operating practices reviewed and improvements recommended where necessary;
- Office equipment and supplies managed;
- Relationships with internal and external stakeholders managed.
- Reviews unit/divisional reports and/or other relevant data and provide summaries

Key Responsibility Areas:

- a) To serve as a point of liaison between the Director and the relevant Divisions within the Ministry and other stakeholders.**
 - Advises callers and visitors with whom to communicate regarding specific issues;
 - Responds to routine queries arriving at the Director's Office and directs other queries to the relevant official;
 - Manages and coordinates the Director's Diary involving relevant committees of which the Director is a member;
 - Interfaces with the technical staff of the Ministry and other stakeholders and brings problems/concerns to the attention of the Director;
 - Maintain effective working relationships with internal and external customers.
- b) To provide high level technical administrative and secretarial support functions to the Director's Office.**
 - Coordinates activities for a variety of meetings, attends meetings, takes minutes and prepares and circulates minutes as required;
 - Prepares and edits correspondences, communications, presentations and other documents;
 - Reviews, proofreads, and edits documents prepared;
 - Assists in the preparation of speeches, briefs/speaking notes for the Director;
 - Controls and monitors all files and documents that come directly to the Director.
 - Arranges for the printing, photocopying, binding, dispatch etc of documents produced;
 - Composes letters and memos based on general instructions;
 - Reviews, prioritizes and communicates incoming and outgoing electronic communications on behalf of the Director;
 - Prioritizes and manages multiple projects simultaneously and follows through on issues in a timely manner;
 - Monitors routine and special assignments and ensures that they are completed/submitted within a timely manner;

- Maintains an effective records management system including the safekeeping of classified and confidential documents and reports;
- Makes local and international travel arrangements, prepares itineraries and maintains all travel records;
- Works on any other technical matter as assigned by the Director.

c) To ensure that all requests for information/reports/documents are produced and disseminated to various clients within the time and quality specified;

- Coordinates the preparation of special reports prepared by technical staff for review by the Director;
- Prepares special, routine monthly reports;
- Prepares ad-hoc reports including PowerPoint presentations and quarterly reviews as instructed;
- Reviews unit/divisional reports and/or other relevant data and provide summaries.

Performance Standards:

- Level of satisfaction with quality and timeliness of documents produced;
- The extent to which administrative and executive support related tasks are handled in an efficient manner;
- Quality of relationships with internal and external stakeholders;
- Reports meet quality standards and produced within agreed timeframe;
- Confidentiality, integrity and sensitivity are exercised in the execution of duties

Internal and External Contacts (specify purpose of significant contacts:

Internal Contacts

Contact (Title)	Purpose of Communication
Director	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on key Finance and Accounting issues and priorities.
Regional Directors	To obtain and provide information
Clinical Psychologist	To obtain and provide information
Programmes Manager	
Senior Executives Divisional/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
NGOs	<ul style="list-style-type: none"> • Develop and maintain effective relationships; • Liaise on key functional or issues affecting areas
Other Government Ministries & Department	<ul style="list-style-type: none"> • Develop and maintain effective relationships; • Liaise on key functional or issues affecting areas
Other external stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective relationships;

Contact (Title)	Purpose of Communication
	<ul style="list-style-type: none"> • 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
Adaptability	1	Accountability	1
Compliance	1	Attention to Detail	1
Customer and Quality Focus	1	Goal/Results Oriented	1
Initiative	1	Methodical	1
Integrity	1	Planning and Organising	1
Interpersonal	1	Problem Solving and Decision-making	1
Oral Communication	1	Records Management	1
Team Work & Cooperation	1	Resilience	1
Time Management	1	Stress Tolerance	1
Written Communication	2	Technical Skills	1
		Use and Application of Technology	1

iii. Other Key Competencies
Ability to record minutes and transcribe meeting notes
Tact and decorum when dealing with people
Excellent keyboarding dexterity
Working knowledge of statutes, legislations, regulations policies and procedures that guide the operations of the section
Knowledge of office management and administrative procedures and practices
Ability to compose correspondence and reports

Minimum Required Education 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.

Authority:

- To provide information to customers and callers;
- To recommend repairs/replacement of machinery and equipment;
- To order stationery and supplies

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.
- Extended hours may be required to meet project deadlines
- Will be required to travel to meetings to support the Director, as applicable.