



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF JUSTICE

JOB TITLE:	Senior Secretary
JOB GRADE:	OPS/SS 3
POST NUMBER:	13399, 14019
DEPARTMENT/DIVISION:	Criminal and Civil Justice Division
BRANCH	CCJ
REPORTS TO:	Director, Criminal and Civil Justice
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 increase access to justice through the timely processing of applications for the expungement of criminal records as well as Maintenance Orders *etc*, in accordance with established legislative requirements in the criminal and civil justice portfolio of the Ministry of Justice.

Job Purpose

Under the direction of the Director, Criminal and Civil Justice, the Senior Secretary works closely with the CCJ team by providing a wide range of generalist administrative services and support. The Senior Secretary supports in routine processes, conducts minor research and analysis, prepares various routine and specialized administrative documents and correspondence; and coordinates, oversees and maintains day-to-day office operations.

Key Outputs:

- Calendars and schedules prepared/maintained
- Meetings coordinated/managed
- Correspondence/documents, reports, presentations and records prepared/distributed
- Travel plans/itineraries/arranged
- Record-keeping and administrative systems established/maintained
- Phone calls and visitors received and screened
- External requests for information processed/provided
- Invoices, vouchers, requisitions, expense claims processed
- Annual/Quarterly/Monthly/Periodic Reports prepared
- Individual Work plan developed

Key Responsibility Areas:

Technical/Professional Responsibilities

- Provides diverse range of confidential support and is responsible for the overall efficient management of the Director's office;
- Provides supports to and liaises with key stakeholders on CCJ matters as required;
- Conducts routine/factual research and data analysis as directed;
- Compiles, analyzes and summarizes data from various sources, including regulations, policy documents and collective agreements;
- Summarizes data and generate reports, letters and other documents for a variety of audiences including senior executives', general staff, MDAs and other related agencies/departments;
- Manages the maintenance, security, reproduction, logging, tracking and storage of all CCJ files, records and databases;
- Identifies and recommends best practices, procedures and guidelines for the efficient operation of the CCJ office;
- Organizes and maintains sectional calendars;
- Prepares schedules and coordinates all activities related to hosting committee meetings, such as attendees, agendas and decisions;
- Coordinates and organizes meetings and conferences including meeting venue bookings, catering requirements, sets up the room with audio-visual equipment and flip charts and tends to other requirements as required;
- Receives, screens and prioritizes communications/correspondence to the Director and Officers;
- Independently responds to letters and general correspondence as appropriate;
- Coordinates the day-to-day management of supplies, equipment, and maintenance for the office;

- Assists with the development of workshop and training session materials;
- Assists with the monitoring and tracking of the CCJ Section's budget;
- Enhances professional development by keeping abreast of current and emerging trends in technologies, techniques, issues and approaches;

Management/Administrative Responsibilities

- 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 of 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:

- Calendar and schedules are coordinated and maintained according to established standards and timeframes;
- Events such as meetings are efficiently and effectively coordinated
- Visitors greeted and callers responded to in a professional manner
- Record-keeping and administrative systems are established and maintained in accordance with relevant standards and agreed timeframes;
- Reports, correspondence, agendas and minutes are evidence-based and submitted in a timely manner;
- Tact, sensitivity, diplomacy and discretion are exercised in the screening of calls and visitors, giving out of information, and dealing with people.
- Work plans conform to established procedures and implemented accorded to establish rules;
- 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
Director Criminal and Civil Justice	<ul style="list-style-type: none"> • Receive advice and contribute to decision making; • Identify emerging issues/risks and their implications, and propose solutions;
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.

External Contacts

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
Contractors, suppliers and providers of services	<ul style="list-style-type: none"> Monitors financial transactions and interventions; Exchange of 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
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 or GCE 'O' Level English Language; successful completion of the prescribed Secretarial Course of study 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 four (4) to five (5) years' general office experience.
OR
- Graduate 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 spread sheets; English Language at CXC or GCE 'O' Level; completion of the appropriate Office Professional

Training Course at the Management Institute for National Development, plus four (4) to five (5) years' general office experience.

OR

- Successful completion of the Certified Professional Secretary course; proficiency in typewriting at a speed of 50-55 words per minute; English Language at CXC or GCE 'O' Level; training in the use of a variety of computer software applications and four (4) to five (5) years' general office experience plus the appropriate Office Professional Training Course at the Management Institute for National Development (MIND).

Authority:

- Draft documents;
- Makes recommendations to improve the efficiency of the Directors office.

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 to meetings to support the Director, as applicable.