



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF JUSTICE

JOB TITLE: Administrator
JOB GRADE: GMG/AM 4
POST NUMBER: 73923-36
DIVISION: Social Justice Division
REPORTS TO: Principal Director, Social Justice Division
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 administrative support at the Justice Centre in order to ensure that the operations are effective and efficient.

Key Outputs:

- Records Maintained
- Documents Produced
- Reports Generated
- Attendance reports submitted
- Filing System Maintained
- Mail recorded and distributed
- Appointments/meetings scheduled
- Office Supplies requested and distributed
- Faulty office physical resources reported
- Documents proofread
- Infrastructure problem identified and reported

Key Responsibility Areas:

- Logs and monitors incoming/outgoing calls/clients, route and direct accordingly
- Takes and transcribes notes and produces minutes/reports
- Monitors, updates and submits attendance register
- Schedules and coordinates meetings for the Centre
- Establishes and maintains a records management system for the Centre
- Records incoming and outgoing mail and distributes accordingly
- Drafts response to routine correspondence for relevant signature
- Monitors activities on behalf of the Justice Centre for stationery and office supplies and ensures the adequacy of the Office's stationery and supplies
- Proof reads documents for accuracy, completeness and conformity to established formats
- Identifies and reports infrastructure problem to the Management of the Centre
- Management of the office's physical resources, such as printers, computers, phones etc. and promptly report for repair or replacement of faulty equipment
- Compiles, stores and retrieves management data
- Assist with arranging sensitisation sessions
- Performs any other duties as assigned.

Performance Standards:

This job is satisfactorily performed when:

- Documents are accurately produced within agreed timeframe to required standard
- Attendance reports submitted within agreed timeframe and in accordance with established format
- Filing system is maintained according to established Records Management standards
- Mail processed and distributed within the agreed timeframe
- Appointment diaries are accurately updated as requested
- Inventory system accurately records the stationery and supplies of the Justice Centre

- Identified infrastructure problem reported within 24hours
- Repair or replacement of faulty equipment reported within 24hours
- Confidentiality and integrity are exercised

Internal and External Contacts (specify purpose of significant contacts:

Within the Division

Contact (Title)	Purpose of Communication
Principal Director, SJD	To seek directives
	Request permissions
	To clarify protocols, as needed
	Associated issues/concerns
HR Officer	Queries re contracts/confirmation of Terms
	Queries re sickness/leave allowance
Accounts/Finance	Queries re salaries/late payments/mileage payments

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

Contact (Title)	Purpose of Communication
Jamaica Constabulary Force	Assist with arranging sensitization and training sessions Receive & return of documents
Courts of Jamaica	
Ministry of Education	
Department of Corrections	
Justices of the Peace	
Ministerial Fraternity	

Required Competencies:

I. Core Competencies	Level	II. Technical/Functional Competencies	level
Oral Communication		Use of Technology	
Written Communication		Analytical Thinking	
Integrity		Planning and Organizing	
Team Work & Cooperation		Goals & Results-oriented	
Initiative			
Compliance			
Customer and Quality Focus			
Interpersonal			
Adaptability			
Time Management			

III. Other Competencies	level
Ability to compose and edit written material	
Ability to record minutes and transcribe meeting notes	
Ability to work under pressure and meet deadlines	
Tact and decorum when dealing with people	
Ability to maintain calendars and schedule appointments	
Sound knowledge of Office Practices and procedures	
Consistently approaches work with energy and a positive constructive attitude	
Good Records Management skills	

Minimum Required Education and Experience

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

- Excellent typing skills
- Excellent organizational skills

b) Qualifications and Experience

- First degree in Administrative Management or Business Administration or related field
- Three (3) years related working experience

C) Continuous Professional Development

- Attend relevant training on emerging trends and practices within the field.
- Network within the profession and relevant associations to keep abreast with the industry.

Authority:

- Access confidential information
- Screen calls and visitors
- Monitor stationery levels and request reordering
- Monitor and report on office physical resources (printers etc.)
- Monitor and report on office infrastructure and environment problems

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 to attend conferences, seminars and meetings.