



We invite all suitably qualified candidates to apply for the post of **Director, Human Resource Management & Administration (GMG/SEG 4)**

Salary Range - \$6,333,301.00- \$8,517,586.00 per annum.

Job Purpose

To oversee and manage the human resources function and talent within the organization and plays a pivotal role in aligning HR strategies with the overall business objectives, including the implementation and institutionalisation of a best practice Employee Performance Management (EPM).

Strategic Focus

- To provide best strategic practice Human Resource Management services to the Authority
- To provide workplace office accommodation, facilities and services to support staff in the effective discharge of their core functions
- To support the development of a strong and capable Authority
- Operational Plans and budget prepared for Business-as-Usual activities and Strategic Initiatives for all Sub-Units.
- Objectives, tasks and targets for the Unit cascaded down across the Unit.
- HRM policies that provide good governance over the Authority's HR processes and that are philosophically aligned with GOJ policies.
- Best practice operational and strategic HRM processes, enabled by fit for purpose ICTs.
- HR Services provided to internal and external customers of the Branch in conformance with agreed Service Levels and performance standards.
- Staff recruited, trained and effectively managed.
- Learning and skills developments programs developed and successfully implemented
- A fit-for-purpose workplace environment, that meets all established standards
- To support achievement of the Authority's Mission and goals, through the alignment of team and individual performance with the performance commitments outlined in the Authority's Annual Operating Plans (AOPs)
- To Effectively manage the Unit
- To determine and provide resources needed for the establishment, implementation, maintenance, and continual improvement of the quality management system.

Qualifications & Experience

- Master's degree in human resource management, Public Administration/Public Sector, Management, Industrial Relations, Organizational Psychology, Business Administration or related field from a recognized tertiary institution.
- At least 7 years of progressive experience in the Public or Private Sector with 4 years' experience in HRM.
- Previous experience in Administering Learning and Development Programmes or in the Teaching service
- Experience in planning, organizing and managing projects to deliver desired outcomes.

Specific Knowledge & Skills

- ICT literacy and excellent knowledge of Microsoft Office suite especially Microsoft Project.
- Excellent Facilitation Skills
- Previous experience in event management would be an asset
- Excellent command of written and spoken English
- Knowledge of computer office applications;
- Training in negotiating skills

Job duties and Responsibilities

To support achievement of the Authority's Mission and goals, through the alignment of team and individual performance with the performance commitments outlined in the Authority's Annual Operating Plans (AOPs)

- Ensure the organizational structure is staffed with competent people, and alters and/or modifies the structure as the strategic direction of the Authority is modified over time;
- Maintain high morale and provide safe working conditions for all employees.
- Train and develop key persons in all aspects of the Authority to assure succession planning for various positions in the Authority;
- Participate in the development of the Authority's initiatives and the preparation of strategic and annual operation plans.
- Meet regularly with key personnel to ensure proper information flows through the Authority, including establishing goals, objectives and long-range plans for:
 - Business Development
 - Compensation policy
 - Personnel policy
 - Corporate Social Responsibility policy
- Promote the concepts of participative management and for continual improvement regarding customer satisfaction, with an emphasis on quality services.

To support the development of a strong and capable Authority

- Ensures that an appropriate competency framework is developed and maintained for the organization and collaborates with key internal stakeholders to ensure that the Competency framework for the Authority continues to be relevant to its strategic direction.
- Ensures there is a clear policy and procedures for periodically estimating the potential (promotability) of Authority staff against an agreed set of competencies.
- Ensures that the job descriptions for all roles within the Authority are developed and updated when necessary.
- Supports the rationalization of the human resource requirements to meet the needs of the Authority.

- Ensures that Managers are trained on the Job Evaluation methodology used by the Authority and when required provides an internal job evaluation service for the Authority, so as to ensure agency-wide consistency.
- Provides for the periodic conduct of salary surveys with Public Sector benchmark organisations as well as with the private sector for specialist roles within the Authority.
- Based on established policy guidelines provides guidance to Authority Management as to when there may be a need to adjust salary bands to ensure external pay equity for specific critical roles.
- Guides the development and implementation of career development and counselling programmes;
- Provides guidance, feedback and/or recommendations to Heads of Branches on HR related issues or concerns.

To provide workplace office accommodation and facilities and services to support staff in the effective discharge of their core functions.

- Ensures that there is effective cross-functional collaboration to provide that workplace accommodation and facilities are provisioned to meet the needs of internal customers (timeliness, appropriate services, security etc.).
- Ensures the provision of Office Services to the Authority's Branches and Units to support staff in the effective and efficient discharge of their duties.
- To support the development of a strong and capable Authority
- Provides advice to Branch Directors and other Authority staff on all aspects of Employee Performance Management.
- Ensures the implementation and institutionalisation of an effective (technology enabled) Employee Performance Management process.
- Resolves any disagreement which may result from the performance assessment process.
- Advises on the development and implementation of an effective Reward and Recognition System.
- Ensures the development of an effective policy and associated procedure for succession planning at the Authority.
- Ensures the development of a Succession Plan for key posts identified, in collaboration with the Head of Strategic HRM.
- Ensures the development of a talent pool or talent pools, to support the long run viability of the Authority.
- Ensures the development and maintenance of a skills database including key positions and talents;
- Participates in the deliberations of employee career development and makes recommendations for the implementation of improved HR policies and programmes.
- Supports the senior management team in determining their manpower and development requirements for the Branches in order to ensure that adequate people resources are available to meet planned targets and activities in keeping with the Authority's strategic objectives;
- Directs the manpower planning and forecasting processes within the Authority;
- Oversees the development of the Authority's training and development policies and procedures;
- Ensures that a training needs analysis for the Authority is conducted annually.
- Guides the implementation of training programmes that address competencies and job-related skills gaps to facilitate employee development and improve performance.
- Ensures that training and development programmes are properly assessed to determine their impact on the achievement of the Authority's strategic objectives;
- Reviews and contributes to all standard operating procedures that have an impact on HR related functions.

Facilitate the Design, Implementation and Maintenance of an Employee Performance Management System.

- Facilitates consensus by the Authority's Leadership Team on proposals for a best practice Employee Performance Management (EPM) Process (Goal Setting, Performance Management, Learning and Development, Succession Planning).
- Provides Quality Assurance on the EPM process, continuously improves the process and institutionalises EPM as a fundamental dimension of "The JSEZA Way".
- Participates in the Corporate Planning process and ensures that the signed-off Corporate and Branch Performance Commitment Matrices are interfaced to the Goal Setting module of the EPM application.
- Reviews issues of non-compliance by Managers and staff and escalates the most serious violations to the Leadership Team for behaviour modification.
- Performs a quality assurance function on the EPM process to ensure conformance to standards.
- Serves as the second line Escalation Manager for disputes relating to the sign-off of performance assessments that could not be resolved at the Branch level.

To support the development of a strong and capable Authority

- Provides Authority staff with clarity on the Authority's Philosophy and Policies relating to learning and development and its connection to the advancement of staff within the organisation.
- Ensures that policy related information is published to the Authority's intranet site, updated when required, and is available to staff "on demand";
- Gather data from Business Partners on current and future hiring plans and skill needs.
- Creates and manage a list of approved training organisations and trainers
- Propose the delivery mechanism for each proposed learning event, and work with Procurement to source the provision of training services where outside providers are used
- Based on Business Partner training needs develops a draft of the annual training budget for the Authority to be supported by the JSEZA Fund
- Issues a 6-month rolling calendar of proposed training interventions
- Is the Subject Matter Expert on the Job Evaluation for the Authority, and provides training to Senior Managers of the Authority on the modified HAY system used by the GOJ.
- Reviews job descriptions for agency roles to triggered by specified events (restructuring and reorganisation of a function, process re-design, implementation of new enabling ICTs, modifications to the Authority's Competency model, and assists Division leadership of the Authority, in the developing Job descriptions for new positions in their organisations
- Oversees the Benchmarking of new or modified roles within the Authority to ensure that equity in the compensable value of jobs is maintained within the Authority
- Approves invoices for training providers, based on agreed business models
- Conduct a formal review of attendee evaluations of Learning events and formally document lessons to be learnt for input to the planning or sourcing of future learning interventions
- Assess the ROI of training initiatives

To provide Strategic HRM Services to the Authority

- Arranges and facilitates the bi-annual "Staff Ranking" workshop to assess the "potential" of the agency's staff at Supervisor level and above, using the agreed core competencies of the Authority as the basis for assessment
- Ensures that there is a process for the review of job descriptions for agency roles to be triggered by specified events (restructuring and reorganisation of a function, process re-design, implementation of new enabling ICTs, modifications to the Authority's Competency model
- Provides quality assurance on the benchmarking of new positions created within the Authority to ensure that equity in the compensable value of jobs is maintained within the Authority
- Constitutes ad hoc Job Evaluation Panels to perform in-house job evaluations for new or modified positions.

Control of Documented Information

- Maintain documented information required by the International Standard to support the Authority's Quality Management System.
- Ensure documented information are available and suitable for use and is adequately protected.
- Committing to continual improvement and updating of the Quality Management Systems Policy
- Communicates the Quality Management Systems Policy and ensuring it is maintained as documented information, understood and applied within the Authority, whilst enabling its availability to relevant interested parties, as deemed appropriate.
- Ensuring the promotion of customer focus throughout the organization aligned with the Authority's Quality Management Systems Policy.

Applications accompanied by résumés should be submitted **no later than Monday, 7 April 2025 to:**

**Manager, Human Resource Management & Development
Special Economic Zone Authority
13 Waterloo Road
Kingston 10**

Email: hrunit@jseza.com

Please note that only shortlisted applicants will be contacted.