



We invite all suitably qualified candidates to apply for the post of **Chief Operating Officer (GMG/SEG 6)**

Salary Range: \$9,401,821 - \$12,644,404

Job Purpose & Summary

- The COO provides leadership and direction for the operation of the Authority, ensuring alignment with strategic objectives. In addition to core responsibilities, the COO will have oversight for data analytics, ensuring data-driven decision-making across the organization. The role includes designing and implementing a data tracking mechanism to support planning, policy development, and advocacy efforts.
- The COO in coordination with the CEO has the authority to provide leadership and direction for the operation of the Authority. This includes but is not limited to inspire a shared-vision and communicate that vision to the members of the Senior Leadership Team, exemplify leadership characteristics and means; see the future, strategize, empower others, delegate authority, encourage risk taking, establish flexible lines of authority, build on intrinsic motivation, build around values, strive to make change, focus on people and results.
- The COO provides expertise by assisting in the formulation, development, and implementation of revenue generating strategies and policies. He/she assures the continued growth and success of the organization through strategically designing the organization to accomplish its strategic plan. The COO is also responsible for creating the strategic culture necessary for the organization to accomplish its strategic objectives.

Strategic Focus

- Design and develop policies, strategies, and programs to support the Agency's priorities.
- Integrate data analytics into decision-making processes to enhance operational efficiency.
- Maintain relationships with internal and external partners and stakeholders.
- Ensure compliance with legal and ethical standards.
- To demonstrate leadership and commitment to the Quality Management Systems Policy by ensuring that objectives established are compatible with the context and strategic direction of the Authority.

Qualifications & Experience

- Undergraduate Degree in Business, Economics, Data Science, Logistics, or related fields.

- Postgraduate qualification in Business Administration, Data Analytics, or related disciplines.
- 10 years minimum experience at an executive level, with at least 5 years in data-driven decision-making roles.
- Experience in implementing data tracking and analytics systems is a plus.

Job Specific Skills

- Contract Management
- Project Management (PMBOK)
- Knowledge of the applicable building regulations
- Cost Analysis
- Finance for Non-finance Managers
- Full computer literacy and skill in the use of typical Microsoft Office products

Job Duties & Responsibilities

- The COO provides expertise by assisting in the formulation, development, and implementation of revenue generating strategies and policies. He/she assures the continued growth and success of the Authority through strategically designing the organization to accomplish its strategic plan. The COO is also responsible for creating the strategic culture necessary for the organization to accomplish its strategic objectives;
- Develop and oversee data governance policies to ensure integrity, security, and accessibility of data.
- Implement data tracking mechanisms to monitor key operational metrics.
- Utilize data analytics to inform business strategies, operational efficiencies, and policy recommendations.
- Work with ICT to deploy advanced data analytics tools and dashboards.
- Present data-driven insights to the CEO, Board, and other stakeholders.
- Ensure cross-departmental collaboration to improve data-sharing and utilization.
- Provide on-going support and expertise to all management personnel, assisting them in establishing and meeting or exceeding all set goals, objectives, policies, and procedures for all the organic functions of the organization;
- The COO plays a leadership function in charting the Authority's course in business development and new business ventures;
- Coach the senior leadership team in order that they fully understand the Authority's mission, profit and performance goals;
- The COO helps the CEO lead the employees to achieve the goals set forth in the strategic plan;
- Implement management controls and reporting procedures to ensure that he/she and the management team have up to date situational awareness of all core issues and operating data pertinent to sound decision making;
- Ensure that the operational policies and procedures of the Authority provide for legal and ethical compliance with all regulations, laws and good operating practices;
- Effectively manage stakeholder relationships (both internal and external) by building and maintaining cooperative relationships, influencing through the provision of expertise and ensuring that they adopt labour practices that are in full compliance with the stipulations of both Jamaica and international labour laws;
- Provide guidance, counsel, and direction to all personnel in alliance with the CEO;
- Ensures that the responsibilities, authority, and accountability of the senior leadership team is clearly defined and understood;
- Ensures that 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;

- Ensure that all strategic business units function productively and efficiently as a team;
- Maintain high morale and provide safe working conditions for all employees;
- Ensure that all legal and financial obligations of the Authority are met and to take action, as necessary to ensure the profitable growth of the Authority;
- Ensure the economic viability of the Authority through active financial management, prudent business practices and establishing aggressive achievable revenue, expense control and income goals/targets;
- Assist the CEO to represent the Authority to customers and solidify or grow customer/Authority relationships;
- Assist the CEO in developing and maintaining customer, supplier, contractor, government, and professional relationships for the Authority;
- Assist the CEO in developing new business to ensure the continued growth and prosperity of the Authority;
- Establish and maintain policies of Profit and Expense Control in order to:
 - Engineer profit as a primary objective,
 - Establish definite goals/targets and objectives,
 - Measure individual and organizational performance.
- Maintain employee morale. Ensure programmes are current to further career training and leadership development. Inspire employee support of Authority objectives and provide safe working conditions. Ensure that the employee handbook contains all of the current applicable policies and procedures of the Authority;
- Protect the assets of the Authority and ensure the optimum use of funds within the Authority;
- In consultation and coordination with the CEO and the Authority's Board of Directors, ensure that the Authority complies with all government laws, regulations, and codes;
- Train and develop key persons in all aspects of the Authority to assure succession planning for various positions in the Authority;
- Maintain the external relationships consistent with the goals, philosophies and desired image of the Authority. This shall include supplier, industry and banking relationships, as well as public and community relations;
- Plans, organizes, controls, integrates and evaluates the work of internal staff, consultants and contractors assigned as business units staff; develops, implements and monitors project plans and budgets to achieve planned goals and performance standards and criteria; develops and monitors performance against the budget; and plans, prioritizes, monitors and controls business, technical, fiscal and administrative functions relevant to Unit and JSEZA's success;
- Participate in the development of JSEZA initiatives and the preparation of strategic and annual operation plans in collaboration with the strategic business unit partners and executives;
- Provides multidisciplinary recommendations on issues and prepares specialized data, technical reports, and position papers, negotiating briefs to influence policy changes in areas such as curriculum or syllabus adjustments within the secondary and tertiary level education system to align with the future skills needed by investors;
- Serves as a one of the main JSEZA representatives when collaborating with international agencies, GOJ officials, MDAs local or international investors. Attends meetings, overseas missions, conferences, seminars, committees, public awareness activities in relation to the functions of the Strategic Business Unit and JSEZA;
- Supervises and provides leadership to develop and retain highly competent, service-oriented staff in senior leadership team through selection, compensation, training and day-to-day management practices that support the JSEZA's vision, mission, core values, guiding principles, objectives and service expectations;
- Coaching, mentoring and evaluating the senior leadership team in conjunction with the CEO. Defines specific levels of authority, with limitations for each managerial/supervisory function so that the Authority can proceed toward the accomplishment of its goals and objectives without undue involvement of top management;

- Monitor the operations of the business through verbal and written reports received on a regular basis, ensuring that operations are running according to plan and budget;
- Keep pace with advances and technological changes in all areas of the business and take advantage of those that will increase the Authority's effectiveness and profitability.
- Monitor revenue and marketing performance using daily, weekly or monthly reports:
- Ensure that an effective revenue producing and marketing program is in place to maintain or increase revenue and net income levels while continuing to expand the customer base,
- Review and promote initiatives on new product development and market penetration.
- Meet regularly with key personnel to ensure that proper information flows through the Authority, including establishing goals, objectives and long-range plans for:
 - Profit, Revenue
 - Expense, Capital
 - Sales and Marketing
 - Business Development
- Pre-approve for the CEO all policies and procedures including:
 - Regulations
 - Operations policy
 - Fiscal policy
 - Sales and Marketing policy
 - Compensation policy
 - Profit sharing policy
 - Personnel policy
 - Corporate Social Responsibility policy
- Develop and implement growth strategies and objectives, through the development of new markets, merger, acquisition and diversification wherever applicable;
- Ensure that all employees are provided with written functional descriptions of their responsibilities, duties, and authority. Promote the concepts of participative management and the search for continual improvement regarding customer satisfaction, with emphasis on quality services;
- Monitor and evaluate operating results and adjust the Authority's operations accordingly to achieve adopted goals;
- Perform any other duties that may be assigned by the CEO in the best interest of the Authority.
- Takes a lead role in, and chairs as appropriate, steering committees, project planning and review meetings;
- Advance the image of the Authority to industry groups and associations.
- Manage any special projects as directed by the Chief Executive Officer.
- Ensure awareness of the FAA Act and GOJ Procurement Policies

To Develop a Strong and Capable Technical Services Organization.

- Ensure that each department has a team of competent staff.
- Ensure a continuous vetting process for all investigators and ensures that there is a tight “fit” between the staff of the Investigations Department and the Values and Culture of JSEZA
- Ensures that for Staff with “People Development” responsibilities, compliance with all related goal setting, performance management, staff development and succession planning processes of JSEZA is non-negotiable.
- Assessing the performance of Direct Reports and any Administrative staff who report directly to this position.
- Reviewing the draft performance and development assessments, of staff once removed who report to Direct Reports prior to any performance related discussions with those staff.

- Institute continuous processes to detect whether there are staff of the Department who have competency and skills gaps and or issues of “fit” with “the JSEZA Way”.
- Works with the Director HR to ensure the availability of the training and development “interventions” needed to fill identified training and development gaps.
- Ensures effective alignment between the priorities and focus of Departmental Team Members and the Strategic Priorities of JSEZA.

Maintains relationships with internal and external partners and stakeholders.

- *Utilization of objective communication medium.*
- *Develop and maintain collaborative protocols with related Agencies.*
- *Develop effective MOUs with external partner agencies involved in infrastructure development*
- *Coordinate communication and update with stakeholders.*

Demonstrate Leadership and Commitment to the Quality Management Systems Policy

- Promotes the use of the process approach and risk-based thinking within the Authority.
- Ensures that the resources needed for the Quality Management System are available to optimize the Authority’s processes.
- Engaging, directing and supporting persons to contribute to the effectiveness of the Quality Management System.
- Anticipate risks and opportunities that potentially affects the conformity of products and services and determine, and address customers’ needs to enhance customer satisfaction.
- To make continual improvements to the Quality Management within the Authority Systems of the Authority to always ensure optimized processes and procedures.
- Ensures that the processes established and implemented are delivering their intended outputs.
- Reports on the performance of the quality management system and on opportunities for improvement, to the CEO (and the Board)
- Ensures that the integrity of the quality management system is maintained when changes are planned and implemented.

Applications accompanied by résumés should be submitted **no later than Tuesday, 6 May 2025 to:**

**Director, 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.