



We invite all suitably qualified candidates to apply for the post of **Senior Director, Business Partner Support Services (GMG/SEG 5)**

Salary Range: \$7,716,512- \$10,377,851 per annum.

Job Purpose

To strategically lead and monitor the overall SEZ application and registration process and ensure the delivery of integrated services to SEZ business partners through collaboration with government ministries, departments, and agencies (MDAs).

Strategic Focus

- To develop and implement strategies, policies, and procedures to support the provision of effective and efficient BP application services
- To define standard operating procedures for the development of a comprehensive vetting process to investigate all potential SEZ business partners, in keeping with local and international protocols
- To enable the generation of maximised cash flow for the Authority through the accurate and timely billing of SEZ business partners for licenses and service fees
- To improve the ease of doing business for SEZ business partners
- To develop a strong and capable Business Partner Support Services Team
- To engage, direct and support persons to contribute to the effectiveness of the quality management system

Qualifications & Experience

- Post-graduate degree in Business/Public Administration, Operations Research, Industrial Engineering, Organisational Psychology, Law, ICT or equivalent, from a recognized institution of higher learning
- Experience in dealing with delicate and confidential issues
- 10 to 15 years of progressive experience in business with at least 5 years in a Senior Management role
- Experience in quality management, business process improvement, business transformation and change management
- Project management experience

Specific Knowledge & Skills

- Full computer literacy and skill in the use of typical Microsoft Office products and especially MS Project
- Knowledge of commercial contracting best practices
- Skill in the preparation and gaining approval of Cabinet Submissions

- Facilitation skills
- Knowledge of PMBOK
- Group facilitation and training in a methodology like ToP (The Technology of Participation)
- Skill in the use of the internal SharePoint application and in the use of the blockchain application connecting the Authority to Business Partners and relevant MDAs
- Awareness of the function of the GOJ operations
- Knowledge of the Official Secrets Act, Staff Orders and Public Service Acts
- Knowledge of the FAA Act and GOJ Procurement Policies

Job duties and Responsibilities

To develop and implement strategies, policies, and procedures to support the provision of effective and efficient BP application services

- Ensure there are best practice policies and procedures for the Application and Partner Support Process and that:
 - They are documented in the agreed format
 - They are available to staff on-demand
 - Staff are trained in the processes
 - Business Partners are made aware of the SOPs
 - The processes are efficient and enabled by appropriate ICTs
 - There is available context-sensitive help and FAQs available to staff when providing Application or Partner Support services to BPs
- Participate as a member of the JSEZA Tenders Committee for reviewing Master Concession Proposals
- Review/approve draft Cabinet Submissions in support of license applications
- Represent the Authority when asked to do so by the Cabinet Office, on matters relating to license applications

To define standard operating procedures for the development of a comprehensive vetting process to investigate all potential SEZ business partners, in keeping with local and international protocols

- Ensure there are efficient and effective procedures for the vetting of all LHI and SEZ applicants

To enable the generation of maximised cash flow for the Authority through the accurate and timely billing of SEZ business partners for licenses and service fees

- Ensure there is a process for determining and recovering “the cost of services” provided to Business Partners
- Ensure timely and accurate invoicing for license and service fees
- Collect zone user receivables due

To improve the ease of doing business for SEZ business partners

- In line with Delegated Authorities, establish SLAs with related MDAs to facilitate the provision of Business Acceleration Services
- Ensure that ICT enablers are in place to facilitate the workflow and the data sharing required to provide efficient post-occupancy, one-stop services
- Ensure adequate workplace facilities are put in place to offer the one-stop service envisioned
- Manage relationships with Acceleration Service Providers
- Monitor SLA performance and seek to continuously improve

To develop a strong and capable Business Partner Support Services team

- Cascade the corporate Strategy Map and develop a departmental Strategy Map
- Assign responsibility and accountability for achieving the department’s operating plans

- Ensure all department staff have tasks and targets that align their goals with those of the organisation
- Assess department performance on a monthly/quarterly basis
- Manage the performance of direct reports, review the performance of staff once removed and ensure the performance of all team members is being effectively managed.

Demonstrate Leadership and Commitment to the Quality Management Systems Policy

- 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 Friday, 5 December 2025 to:**

**Director Human Resource Management and Administration
Special Economic Zone Authority
Unit #42B, The New Kingston Business Centre
30 Dominica Drive,
Kingston 5**

Email: hrunit@jseza.com

Please note that only shortlisted applicants will be contacted.