



CIVIL SERVICE OF JAMAICA

JOB DESCRIPTION AND SPECIFICATION

**Ministry/Entity: Ministry of Health**

<b>JOB TITLE:</b>	Administrator
<b>JOB GRADE:</b>	GMG/AM 2
<b>POST NUMBER:</b>	27325
<b>DIVISION/BRANCH:</b>	Corporate Services Division/Human Resource Management & Development Branch
<b>SECTION/UNIT:</b>	-
<b>REPORTS TO:</b>	Director, Human Resource Management & Development
<b>MANAGES:</b>	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

\_\_\_\_\_

**1. JOB PURPOSE (Reason for Existence)**

Under the general direction of the Director, Human Resource Management and Development, the Administrator is responsible for providing administrative and office support activities to facilitate the efficient operations of the office.

**2. KEY OUTPUTS (Results, Deliverables)**

- Meetings organized;
- Schedules and Agendas prepared;
- Minutes produced and circulated;
- Documents and written correspondence drafted for review by Director;
- Concerns/issues/contributions documented;
- Follow-up actions investigated and reported on;
- Administrative policies and procedures prepared;
- Research conducted;
- Ministry's Health Insurance Portfolio maintained;
- Monthly and quarterly reports compiled.
- Calls and visitors handled;

**3. KEY RESPONSIBILITIES (Activities, Tasks)****A.) Management/Administrative**

- Schedules and coordinates meetings, appointments and travel arrangements for the Director;

- Co-ordinates and direct office services such as records and household activities to aid the Director;
- Greets visitors and determine reason for visit;
- Answers, screens and transfer telephone calls;
- Liaises with the Permanent Secretary, Heads of Division, Branches, Units and individuals, on behalf of the Director, to document concerns /issues/requests relating to Human Resource Management and Development (HRM&D) matters;
- Communicates with Unit heads in the HRM&D Branch on behalf of the Director, to document concerns/issues/contribution that could allow for improvement and further effectiveness in the operations of the Branch;
- Communicates with the Regional Health Authorities on behalf of the Director, with regard to Human Resource Management matters and staff in the Regions with linkages to the Central Government;
- Prepares administrative policies and procedures as required for the Director;
- Assists in the preparation of the Operational Plan, Work Plan, Budget, Workforce Plan, Succession Policy for the Branch;
- Maintains the Ministry's Health Insurance Portfolios – GEASO and PSMO,
- Updates, collates and prepares information for the annual Civil Service Long Service Award for Head Office and Regional Health Authorities and submit to the Ministry of Finance and the Public Service;
- Coordinates and complies quarterly and monthly reports on the activities of the Branch;
- Co-ordinates local travel arrangements for the Director;

#### **B.) Technical/Professional**

- Prepares agenda and makes arrangements for meetings; e.g. booking rooms, ensuring appropriate facilities are in place and organizing refreshments;
- Disseminates information for meetings to relevant staff/officers;
- Takes and produces minutes of meetings and ensures dissemination of same
- Reads and analyses incoming memoranda, submissions and reports, to

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Administrator,  
Management & Development,  
by: HR Consultant,

Corporate Services Division/Human Resource  
Ministry of Health,  
March 15, 2016

Prepared

determine their significance and plan their distribution;

- Conducts research, collects and analyses data to prepare reports and documents for consideration and presentation by the Director;
- Prepares written responses to routine enquires as requested by the Director;
- Prepares and modifies documents including correspondence, reports, drafts, memoranda and emails;

**C.) Other Responsibilities:**

- Identifies and resolves minor problems and situations that affect the efficient flow of work in the Director's office and Branch;
- Undertakes assignments specific to the Director as assigned;
- Performs other related duties that may from time to time be assigned.

**4. PERFORMANCE STANDARDS (How Success Will Be Measured)**

- Meetings organized in an appropriate and timely manner;
- Schedules and Agendas prepared and circulated within specified time;
- Accurate Minutes of meetings produced and circulated in a timely manner;
- Confidentiality of information in documents and written correspondence is preserved;
- Concerns/issues/contributions are documented in a confidential, prompt and timely manner;
- Follow-up actions investigated and reported on as necessary;
- Administrative policies and procedures prepared in accordance with set guidelines;
- Research conducted is of quality standard, accurate and comprehensive;

- Ministry's Health Insurance Portfolio maintained;
- Reports prepared are accurate, comprehensive and timely;
- Callers and visitors treated with courtesy and request/questions appropriately addressed;
- Stipulated deadlines and quality standards are consistently met;
- Confidentiality, courtesy, professionalism, dependability and tact are displayed in the conduct of duties;
- Harmonious relations are maintained with staff members and external contacts.

## 5. INTERNAL AND EXTERNAL CONTACTS

### i) Internal

Contact (Title)	Purpose of Communication
Director, Corporate Services	Obtain advice, receive directives and guidance, information regarding portfolio and provide feedback
Director, Human Resource Management & Development	Obtain advice, receive directives and guidance, work assignments information regarding portfolio and provide feedback
Members of staff	Matters relating to Human Resource Management and Development
Officers in the Permanent Secretary's Office	Obtain and provide information
Senior Officer's in the Regional Health Authorities	Obtain and provide information

### ii) External Contact

Contact	Purpose of Communication
Other Ministries and Departments	Human Resource Management matters
Office of the Services Commissions	Human Resource Management matters

## 6. REQUIRED COMPETENCIES

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Administrator, Corporate Services Division/Human Resource  
 Management & Development, Ministry of Health, Prepared  
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**Core**

- Good interpersonal skills;
- Good planning and organizing skills;
- Excellent time management skills;
- Good oral written and communication skills;
- Excellent skills in teamwork and cooperation;
- Keen listener;
- Excellent integrity/ethics exercised in the performance of duties;
- Demonstrates initiative and creativity;
- Flexible and adaptable to change;
- Good customer relations skills
- Sets and maintains high performance standards, pays close attention to detail,

**Technical**

- Knowledge of general administrative practices and principles;
- Knowledge of the Ministry's policies and procedures;
- Knowledge of modern office equipment
- Proficient in the use of relevant computer applications

**7. MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

- Certificate/Diploma in Public Administration/Management Studies;
- At least three (3) years experience in an administrative capacity or any equivalent combination of education and experience.

**8. SPECIAL CONDITIONS ASSOCIATED WITH JOB**

- Required to work beyond normal working hours, whenever the need arises;

**9. AUTHORITY TO:**

- N/A

**10. WORKING CONDITIONS**

- Normal office conditions;