



CIVIL SERVICE OF JAMAICA

JOB DESCRIPTION AND SPECIFICATION

Ministry/Entity: Ministry of Health

JOB TITLE:	Secretary 2
JOB GRADE:	OPS/SS 2
POST NUMBER:	27740
DIVISION/BRANCH:	Policy, Planning and Development Division/Health Systems Improvement Branch
SECTION/UNIT	-
REPORTS TO:	Director, Health Systems Improvement
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

1. JOB PURPOSE (Reason for Existence)

Reporting to the Director, Health Systems Improvement, the incumbent will provide secretarial support for the effective operations of the Branch.

2. KEY OUTPUTS (Results, Deliverables)

- Documents typed, amended, copied and collated;
- Notes and minutes produced, reproduced and distributed;
- Correspondence and assignments maintained;
- Meetings, seminars and workshop coordinated and organized;
- Proper storage and retrieval of documents manually and electronically;
- Office administration managed and office supplies maintained;

3. KEY RESPONSIBILITIES (Activities, Tasks)

A.) Management/Administrative

- Organises meetings, seminars, workshops and venues and inform attendees of meetings beforehand;
- Maintains an effective and efficient information storage and retrieval system both manually and electronically;
- Ensures the safety of confidential files and records;
- Maintains adequate supply of stationery and other office supplies for the Director's office.
- Screens telephone calls and visitors and refer them to appropriate officers

B.) Technical/Professional

- Drafts letters of a routine nature and other correspondence for the Director's signature;

- Attends in-house meetings and takes notes and reproduces in an accurate and presentable manner;
- Makes amendments, copy and collate documents as necessary;
- Follow-up on correspondence and assignments issued by the Director to officers;
- Ensures prompt and accurate recording of the receipt and movement of correspondence;
- Operates office equipment such as photocopier, fax machine in support of the work of the Director and the Branch;
- Liaises with the Regional Health Authorities and other government ministries, departments and agencies as required;
- Prepares standard reports.

C.) Other Responsibilities

- Performs other related duties that may from time to time be assigned.

4. PERFORMANCE STANDARDS (How Success Will Be Measured)

- Documents typed, amended, copied and collated are accurate and produced in a timely manner,
- Notes and minutes produced, reproduced and distributed in a timely manner are sound and a high level of accuracy is maintained;
- Correspondence and assignments maintained in keeping with established standards;
- Meetings, seminars and workshop are efficiently planned coordinated and organized;
- Efficient storage and retrieval system for correspondence maintained;
- Office administration managed and office supplies maintained;
- Work carried is of a high standard and organizational principles are adhered to;
- 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, Health Systems Improvement	Obtain advice, receive directives and guidance, work assignments information regarding portfolio, and provide feedback.
Members of staff in the Branch/Division/Ministry	Obtain and share information.
Regional Health Authorities, Department Agencies	Matters relating to Business Plans.

ii) External

Contact	Purpose of Communication
Other ministries and agencies	Obtain information
Health institutions/other stakeholders	Information relating to health reform/improvement

6. REQUIRED COMPETENCIES:

Core

- Good oral and written communication skills
- Good Human Relations and Interpersonal skills;
- Good time management, planning and organizing skills.
- Teamwork and Cooperation
- Managing external relationships
- Ability to demonstrate a high level of initiative, professionalism and confidentiality;

Technical

- Sound knowledge of record keeping and records/file management techniques;
- Sound knowledge of secretarial procedures and practices;

- Proficiency in typewriting and shorthand;
- Knowledge of administrative practices;
- Knowledge of modern office equipment;
- Proficiency in the use of relevant computer software including spreadsheet and other computer applications

7. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Successful completion of a course of study at an accredited Secretarial School and English Language at the CXC/GCE O'Level English;
- Successful completion of the prescribed Office Professional Training Course at the Management Institute for National Development at (MIND);
- Typewriting/word processing at a speed of 45-50 wpm;
- Good shorthand/note taking skills of at least 100wpm would be an asset;
- At least two (2) years working experience in a similar capacity.

8. SPECIAL CONDITIONS ASSOCIATED WITH JOB:

- May be required to work beyond normal hours from time to time.

9. AUTHORITY TO:

- Screen visitors/telephone calls to the Director.

10 WORKING CONDITION:

Normal office conditions