



PERFORMANCE MANAGEMENT AND APPRAISAL SYSTEM – GOVERNMENT OF JAMAICA
MINISTRY OF HEALTH

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JOB DESCRIPTION AND SPECIFICATION

JOB TITLE: Administrative Manager

JOB GRADE:

DEPARTMENT: Waste Management

REPORTS TO: Director, Waste Management

MANAGES: Administrative Assistant

This document is validated as an accurate and true description of the job as signified below

Employee

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date created/revised

JOB PURPOSE

Under the general direction of the Director of Waste Management, the incumbent is responsible to plan, direct, or coordinate supportive services of the Waste Management Unit to facilitate the effective and smooth functioning of its Treatment Facilities. She/he will assist with financial, marketing and administrative activities, and liaise with Political Directorates, Senior Personnel

within the Ministry of Health, Functional Staff of Healthcare Facilities, Treatment Facilities, Line Agencies and other stakeholder to accomplish program objectives and targets.

KEY OUTPUT

1. Strategic, operational and work plans developed, implemented and monitored
2. Special projects Completed
3. Permits and licenses monitored and reports submitted as per schedule
4. Management of Contracts
5. Reports prepared
6. Index and filing system developed and monitored
7. Training workshops/ public relation activities planned and coordinated
8. Meetings and site visit activities planned and coordinated
9. Inventory systems developed and managed
10. Performance appraisals scheduled and evaluation reports completed
11. Procurement activities completed
12. Annual budget prepared
13. Cash flow requests prepared and submitted
14. Financial database developed, monitored and reports completed
15. Invoices/bills certified and payment documents completed
16. Customer invoices prepared and communicated
17. Customers informed timely with complete and accurate information
18. Databases on customers & stakeholders developed and maintained
19. Customer collection schedule developed and communicated
20. Training information & promotional materials developed and distributed
21. Public education plan and material developed
22. Marketing plan developed and implemented

KEY RESPONSIBILITY AREAS

Administrative

1. Ensure effective and efficient administration of the Waste Management Unit through the provision of support services related to the implementation of the Unit's program plans;
2. Assist with the development, implementation and monitoring of strategic, operational and work plans and provide frequent feedback and updates to the Director;
3. Liaise and follow-up with internal and external stakeholders on recommended actions, and ensure timely and accurate information flow between the Director's office and stakeholders;
4. Complete special projects by organizing and coordinating information and requirements; planning, arranging, and meeting schedules; monitoring results.
5. Monitor all permits and licenses relating to the Treatment Facilities and ensure timely submission of requisite reports to the relevant Regulatory Agencies.
6. Monitor expiry dates of all contracts, licenses, permits etc, and ensure timely procurement and/or renewal;
7. Monitor the content of status reports submitted by the Operations Manager and Maintenance Engineer, and inform the Director so as to ensure timely response/actions;
8. Prepare monthly, quarterly and status reports collaboratively with the Operations and Manager and Maintenance Engineer for submission to the Ministry of Health.
9. Develop an index and filing system for all files, records and databases related to the Unit's operation;

10. Manage the planning and coordination of training workshops or public relation activities;
11. Coordinate and conduct site visits to all healthcare facilities and waste treatment facilities to ensure that program objectives and targets are accomplished with specific timeframes and to ensure that matters related to waste management are executed in accordance with the National Medical waste Management Policy, health facility Infection Control Policy and Procedure Manual, Waste Management Plans and Standards Operating Procedures;
12. Attend monthly meetings convened by the Director and any other extraordinary meetings that may arise from time to time.
13. Ensure proper planning and preparation of meetings, conferences, training workshops and conference telephone calls.
14. Ensure an adequate inventory of office supplies and equipment, stationery, consumables, sanitation supplies, maintenance tools and equipment.
15. Oversee the management of the Unit's petty cash imprest;

Human Resource Responsibilities

1. Manage the welfare and development of supervisees and recommend required training and development programmes;
2. Schedule quarterly, annual and other staff's evaluations as deemed necessary and ensure timely submission of performance evaluation reports;
3. Conduct appraisals of supervisees based on performance assessment criteria and prepare performance evaluation reports;
4. Provide leadership, guidance and technical support to staff through objective setting, delegation and communication.
5. Provide guidance to staff through coaching, mentoring and training, and providing assistance and support as needed.
6. Participate in the recruitment process of staff for the Unit.
7. Ensure that staff is aware of and adheres to the policies, procedures, and regulations of Ministry of Health.
8. Create and maintain records of employees' sick days, overtime, departmental and vacation days in accordance with policies of the GOJ Staff Order;

Procurement & Finance

1. Oversee all procurement activities to ensure timely completion of the process and delivery of goods and services;
2. Assist with the preparation of annual budget collaboratively with the Director, Operations and Maintenance Manager and Maintenance Engineer;
3. Monitor costs and prepare quarterly cash flow requests based on the approved budget and the Unit's monthly commitments, and liaise with the Principal Finance Officer, when necessary, to solicit required funds;
4. Develop and maintain a financial database and submit weekly and monthly reports to the Director on income; expenditure and commitments by activity and sub-activities; variances; status of customer's account; and other information deemed relevant to the operations of the Unit.
5. Certify invoices/bills for payments and ensure that supporting documents are complete and accurate prior to submission to the Director for approval;
6. Ensure timely submission of relevant payment documents to the Accounts Department and follow through to ensure timely processing so as to minimize negative impacts on the operations of the waste treatment facilities;

7. Prepare customer's invoices based on services rendered and monitor to ensure timely payment;

Customer/Public Relations

1. Maintain effective working relationship with internal and external stakeholders and customers, ensuring that the Unit provides a consistently high level of service to them;
2. Maintain full awareness of the Unit's activities and operations in order to adequately inform new and existing customers.
3. Provide prompt feedback to customers regarding services offered, requirements for service, collection/delivery schedule and/or outstanding payments;
4. Ensure timely and accurate communication of relevant information to customers regarding contracts, payments, and collection/delivery schedules;
5. Facilitate enquires and complaints from customers, internal and external stakeholders with a view to ensure timely response/action;
6. Develop and monitor database on customers and stakeholders regarding services rendered, enquiries, complaints, etc;
7. Schedule customer waste collection/delivery in accordance with established collection schedule to ensure the smooth and efficient operation of the treatment facilities.
8. Assist with the preparation of training information and promotional materials for distribution to healthcare facilities, waste treatment facilities, customers, and the general public.
9. Develop public education plan and material in order to sensitize the public of the Unit's operations and services.
10. Assist in conducting training workshops/seminars at healthcare facilities and other stakeholder institutions on proper waste management issues;
11. Support local and international consultants and/or contractors undertaking any assignments related to the Unit;
12. Set up procedures and policies for visitors, and organize to ensure that all procedure are conducted;

Marketing

1. Develop and implement an annual marketing plan;
2. Oversee all marketing, advertising and promotional activities;
3. Coordinate customer appreciation and sensitization function with all stakeholders.
4. Organized collaboratively with the MOH Public Relations Department with respect to press releases, public relations events or any issue related to the facility operations.

Other Responsibilities

Perform other job related functions so assigned or as necessary to maintain the performance standards of the Waste Management Unit.

PERFORMANCE STANDARDS

1. Waste management unit effectively managed to ensure efficient utilization of resources and achievement of Unit's objectives;
2. Strategic, operational and work plans developed, implemented and monitored within established timeframe;
3. Special projects completed within specified deadlines;
4. Permits and licenses monitored and reports submitted as per schedule;
5. Contracts managed effectively;
6. All reports prepared and submitted timely;

7. Index and filing system developed and monitored within established guidelines;
8. Meetings, follow-up actions, site visits, training workshops and public relation activities planned and completed within the established timeframe;
9. Inventory systems developed and supplies available for use;
10. Performance appraisals and evaluation reports completed timely;
11. Procurement activities completed timely and in accordance with GOJ guidelines;
12. Annual budgets and cash flow requests prepared and submitted timely;
13. Expenditure remains within approved budgets;
14. Financial database developed, monitored and reports completed timely and accurately;
15. Invoices/bills certified, customer invoices prepared and payment documents completed and submitted timely;
16. Customers and stakeholders satisfied with service and complaints addressed timely and appropriately;
17. Databases developed and maintained accurately;
18. Customer collection schedule developed and communicated;
19. Training information, promotional and educational materials developed and distributed within established guidelines and timeframe;
20. Public education and marketing plans developed and implemented within established timeframe;

REQUIRED COMPETENCIES

	Levels
Working knowledge of business and public administration	
Self-motivated and resourceful, with the proven ability to multi-task and operate successfully under tight deadlines and time pressures with minimal supervision	
Demonstrate the ability to grasp, explain and apply complex and dynamic legislations, policies, operations standards and management plans related to waste management.	
Knowledge and experience of GOJ procurement, financial management and inventory guidelines	
Good leadership and management qualities	
Strong writing, reading, listening and speaking communications skills	
Good organizing, problem solving, analytical and time management skills	
Good interpersonal and teamwork skills	
Attention to details for checking correspondences and reports	
Patience and resilience to deal with customers and complaints	
Experience in customer service and programme planning	
Proficiency in the relevant software application including MS Word, Excel and PowerPoint	
An interest in understanding waste management and environmental issues	

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- First degree in Business Administration, Public Administration or equivalent related fields.
- Minimum of three (3) years working experience in the senior capacity.
- Experience in public relations/marketing, project management and corporate governance would be assets.

SPECIAL CONDITION ASSOCIATE WITH THE JOB

- Requires to work beyond normal working hours from time to time to meet deadlines.
- Requires traveling to occasionally different locations within the areas of responsibility.
- The working environment at the treatment facility involves the mechanical handling of hospital infectious waste.
- Typical working environment, no adverse working conditions.

REPORTING RELATIONSHIPS

Reports to: Director of Waste Management

Supervision given to: Directly – Administrative Assistant,
Indirectly – Operations Manager, Maintenance Engineer,
Facility Operators, Logistic Officers, Attendants,
Grounds Man & Healthcare Facility Waste
Management Personnel within the area of
responsibility

Nature of Supervision: Provides advice and direction where necessary

AUTHORITY

- Recommends procedures and systems for better administrative management.
- Reviews and updates strategic, operations and work plans for the Unit.
- Reviews and updates marketing and public education plans and materials.

- Recommends budgetary allocation for waste management unit.
- Recommends technical supports for waste facility.
- Recommends the replacement of office equipment and supplies.
- Certify bills/invoices for payment.
- Prepare and submit invoices to customers for services rendered.
- Recommends leave, disciplinary action and promotion of direct supervisees in accordance with established human resource policies.
- Approves overtime for indirect supervisees in the absence of the Director.