



CIVIL SERVICE OF JAMAICA

JOB DESCRIPTION AND SPECIFICATION

Ministry/Entity: Ministry of Health

JOB TITLE:	Senior Secretary
JOB GRADE:	OPS/SS 3
POST NUMBER:	
DIVISION/BRANCH:	Legal Services Division
SECTION/UNIT	N/A
REPORTS TO:	Director Legal Services
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, Legal Services, the Senior Secretary is responsible to provide secretarial and administrative support and to ensure the effective and efficient functioning of the Director's office.

2. KEY OUTPUTS (Results, Deliverables)

- Letters/memoranda composed;
- Notes and reports produced, reproduced and distributed;
- Information assembled , disseminated and communicated ;
- Incoming/outgoing mail processed;
- Meetings planned, coordinated and organized;
- Appointments/engagements scheduled, and logged;
- Local travel plans made;
- Proper storage and retrieval of documents manually and electronically;
- Office administration managed and office supplies maintained;
- Calls and visitors handled;

3. KEY RESPONSIBILITIES (Activities, Tasks)

A.) Management/Administrative

- Organises meetings and meeting venues and inform attendees of meetings beforehand;
- Prepares Agendas for meetings and organise relevant information and documents;

- Maintains schedules of routine and special appointments for the Director, to facilitate smooth and effective communication between the Division and internal and external customers;
- Prepares weekly itinerary for the Director;
- Makes arrangements and prepares itinerary for local travel;
- Maintains an effective filing and storage system that allows security, and speedy retrieval of documents/information;
- Maintains an electronic data and retention tracking system as well as hard copies;
- Maintains proper and reliable records and books for the Division;
- Operates office equipment such as photocopier, fax machine in support of the work of the Director and the Division;
- Maintains adequate supply of stationery and other office supplies for the Director's office;
- Receives and makes telephone calls for the Director and other staff in the Division;
- Receive/hosts visitors to the Director;

B.) Technical/Professional

- Composes letters/memoranda from general instructions;
- Drafts letters of a routine nature and other correspondence for the Director's signature;
- Prepares documents as instructed properly and accurately;
- Prepares PowerPoint presentations for meetings;
- Takes and transcribes minutes at meetings and reproduce;
- Processes incoming and outgoing correspondence;
- Researches and compiles information as requested;
- Assembles and disseminates information to internal and external personnel as requested;

- Provides pre-approved information concerning the Division to related agencies and officers;
- Retrieves documents/information from Registry, Documentation Centre as required by the Director;
- Assists in the preparation and collection of 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)

- Composed letters and memoranda are free of grammatical errors and are timely;
- Notes and reports produced, reproduced and distributed in a timely manner are sound and a high level of accuracy is maintained;
- Information assembled, disseminated and communicated in a timely manner;
- Incoming/outgoing mail processed and distributed in a timely manner;
- Meetings are efficiently planned, coordinated and organized;
- Appointments/engagements are accurately logged and reminders provided to facilitate effective preparation and timely arrival;
- Travel arrangements for the Director and other members of staff are timely and meet requirements;
- Files and supporting documentation easily retrieved and securely stored
- Office administration managed and office supplies maintained;
- Visitors, callers are treated with courtesy and their requests/questions are handled in a timely manner;
- Stipulated deadlines and quality standards are consistently met;
- Accuracy and timeliness are consistently maintained;
- 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, Legal Services	Obtain advice, receive directives and guidance, work assignments information regarding portfolio, and provide feedback.
Senior Legal Officer	Obtain advice, receive directives and guidance' information regarding portfolio, and provide feedback
Other members of staff in the Division/Ministry	Collaborate, obtain and share information,
Regional Health Authorities	Obtain and share information, relating to pending cases

ii) External

Contact	Purpose of Communication
Attorney General's Department	Matters relating to pending cases
The Public	Gives routine and standard information on request

6. REQUIRED COMPETENCIES:

Core

- Excellent oral and written communication skills
- Excellent Human Relations and Interpersonal skills;
- Excellent time management, planning and organizing skills.
- Good skills in teamwork and cooperation;
- Ability to demonstrate a high level of initiative, professionalism and confidentiality;
- Managing External relationships

Technical

- Sound knowledge of records/file management techniques;

- Sound knowledge of secretarial procedures and practices;
- Proficiency in typewriting and shorthand;
- Proficiency in the use of relevant computer software including Excel PowerPoint and other computer applications;
- Knowledge of modern office equipment,

7. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Certificate /Diploma in Administrative Management;
- Successful completion of the Certified Administrative Management (CAM) Level 2 Course at MIND;
- Typewriting/word processing speed of at least 50 wpm;
- Excellent shorthand/note taking skills of at least 100wpm;
- At least four years general office experience

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