



CIVIL SERVICE OF JAMAICA

JOB DESCRIPTION AND SPECIFICATION

Ministry/Entity: Ministry of Health

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|-------------------------|--|
| JOB TITLE: | Assistant Human Resource Officer (Pensions) |
| JOB GRADE: | GMG/AM 3 (Proposed Upgrade) |
| POST NUMBER: | |
| DIVISION/BRANCH: | Corporate Service Division/ Human Resource Management and Development Branch |
| SECTION/UNIT: | Employee Relations Unit |
| REPORTS TO: | Director, Employee Relations |
| 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)

Under the supervision of the Human Resource Officer (Pensions), the Assistant Human Resource Officer undertakes duties relating to the processing of pensions within the Ministry's Head Office and the Regional Health Authorities.

2. KEY OUTPUTS (Results, Deliverables)

- Individual Work Plan prepared;
- Pension documents examined and reviewed;
- Pension documents processed;
- Submissions prepared;
- Information disseminated;
- Queries addressed;
- Reports prepared.

3. KEY RESPONSIBILITIES (Activities, Tasks)

A.) Management/Administrative Responsibilities:

- Prepares individual work plan;
- Ensures that documents are completed and accurate and complies with Government of Jamaica Policies and Regulations;
- Prepares Status Reports on activities performed.

B.) Technical /Professional Responsibilities:

- Advises officers/staff in writing or oral as to their date of retirement and requests supporting documents (original birth certificate, marriage certificate, deed poll, change of name etc as is applicable) at least one year prior to pre-

retirement date;

- Assists in reviewing documents received from Regions and officers with regard to Medical Board and Early Retirement from the Public Service and submits to the Office of the Services Commissions for approval;
- Submits schedules for all officer who attain the age of retirement to the Office of the Services Commissions;
- Request personal file from Confidential Registry in order to commence processing of documents;
- Processes documents for officers/staff proceeding on pre-retirement leave or resignation for submission to the Human Resource Committee ;
- Processes pension documents and submit to the Ministry of Finance and the Public Services for verification and review;
- Liaises with Ministry of Finance and the Public Service, Office of the Services Commissions as well as other Government Department and Agencies in order to access necessary information for clarification;
- Informs individuals of approval from the Office of the Services Commissions or the Human Resource Committee of their retirement
- Prepares Pension Particulars for deferred pensioners and forward to the Ministry of Finance and the Public Service for the computation of employee retiring benefits
- Receives completed Election of Benefits Forms from retirees along with their original Taxpayer Registration Number (TRN) Card;
- Prepares T23 for officers who were transferred from Local Government Agencies to the Ministry of Health;
- Reviews/amends pension documents received from the Regional Health Authorities;
- Assists in examining and ensuring that pension related documents, pension particulars and service records are properly processed and procedures followed for submissions to the Ministry of Finance and the Public Service for the computation of employee retiring benefits;
- Processes National Insurance Scheme documents to ensure that officers/staff are adequately compensated for any benefits they are eligible to receive;

Assistant Human Resource Officer, Corporate Services
Division/Human Resource Management & Development Branch,
Ministry of Health,
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- Respond to queries from retirees in relation to their pension benefits.

D.) Other Responsibilities;

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

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

- Individual Work Plan prepared in accordance with agreed format and within specified time frame;
- Pension documents examined and reviewed in a timely manner and in accordance with established guidelines;
- Pension documents processed in a timely manner and in accordance with established guidelines;
- Submissions prepared in a timely manner;
- Accurate information disseminated;
- Queries made by retirees addressed in an appropriate manner;
- Reports prepared. are accurate, comprehensive and produced within specified time frame;
- Confidentiality and integrity are exercised at all times.

5. INTERNAL AND EXTERNAL CONTACTS:

i) Internal Contacts

| Contact (Title) | Purpose of Communication |
|-----------------------------|---|
| Director Employee Relations | Obtains/gives advice, receive directives, and guidance, , recommendations, general information and feedback |

Assistant Human Resource Officer, Corporate Services
 Division/Human Resource Management & Development Branch,
 Ministry of Health,
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| Contact (Title) | Purpose of Communication |
|-----------------------------|--|
| Human Resource Officer | Obtains/gives advice, receive directives, and guidance, work assignments, provide reports, recommendations, general information and feedback |
| Other members of staff | Discuss issues in relation to relevant activities |
| Regional Health Authorities | Collaborate, obtain and share information, discuss issues |

ii) External Contacts

| Contact | Purpose of Communication |
|--|---|
| Ministry of Finance and the Public Service (SHRMD) | Submission of pension particulars,, approval of pensions |
| Office of the Services Commissions | To obtain information/ approval for officers to proceed on retirement |

6. REQUIRED COMPETENCIES:

Core

- Strong presentation, written, oral and communication skills;
- Good human relations and interpersonal skills;
- Excellent planning and time management skills;
- Strong decision-making, critical thinking and problem solving skills;
- Good leadership, and relationship-building skills;
- Ability to exercise sound judgement and attention to detail;
- Excellent skills in teamwork and cooperation;
- Strong goal/result orientation;
- Excellent integrity/ethics exercised in the performance of duties.

Technical

- Knowledge of Government's regulations and procedures;

Assistant Human Resource Officer, Corporate Services
 Division/Human Resource Management & Development Branch,
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- Knowledge of Human Resource Management principles and practices;
- Strong knowledge of Government's policies and procedures on benefits
- Sound knowledge of pension/ retirement procedures;
- Knowledge of the Ministry's policies and procedures;
- Proficiency in the use of relevant computer software and computer applications.

7. MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- First Degree in Human Resource Management/Public Administration with three (3) years related experience;
- Training in Pension Administration;
- Training in Customer Service

OR

- Diploma in Human Resource Management with six (6) years related experience;
- Training in Pension Administration;
- Training in Customer Service;
- Any other equivalent combination of qualification and experience.

8. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB:

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

9. AUTHORITY:

- To request personnel information from prospective retirees;

Assistant Human Resource Officer, Corporate Services
Division/Human Resource Management & Development Branch,
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- To request personal files.

10. WORKING CONDITIONS:

- Normal office conditions.