



CIVIL SERVICE OF JAMAICA

JOB DESCRIPTION AND SPECIFICATION

Ministry/Entity: Ministry of Health

JOB TITLE:	Human Resource Officer (Pensions)
JOB GRADE:	GMG/AM 4 (Proposed Upgrade)
POST NUMBER:	
DIVISION/BRANCH:	Corporate Service Division/Human Resource Management & Development Branch
SECTION/UNIT:	Employee Relations Unit
REPORTS TO:	Director, Employee Relations
MANAGES:	1 Assistant Human Resource Officer GMG/AM 3(Proposed) 2 Records Officer PIDG/RIM 2 1 Records Clerk PIDG/RIM 1

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 supervision of the Director Employee Relations, the Human Resource Officer (Pensions) is responsible for the timely processing and submission of the relevant documents on behalf of employees of the Ministry's Head Office and Regional Health Authorities, to allow for award of pension benefits in keeping with eligibility.

2. KEY OUTPUTS (Results, Deliverables)

- Individual Work Plan prepared;
- Pension documents examined and reviewed
- Pension documents processed;
- Submissions prepared;
- Information disseminated;
- Pension preparation monitored;
- 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 periodic reports to the Director, Employee Relations to provide regular updates on the achievement/accomplishments of the Unit.

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;

- Ensures that the schedule for all officers/staff who attain the age of retirement is prepared and submitted to the Office of the Services Commissions;
- Reviews documents received from Regions and officers with regard to Medical Board and Early Retirement from the Public Service and ensures submission to the Office of the Services Commissions for approval;
- Request personal files of officers/staff from Confidential Registry;
- Ensures that documents are processed for officers/staff proceeding on pre-retirement leave or resignation for submission to the Human Resource Committee ;
- Ensures that pension documents are submitted 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;
- Ensures that individuals are informed of approval for their retirement from the Office of the Services Commissions or the Human Resource Committee;
- Prepares Pension Particulars for deferred pensioners and forward to the Ministry of Finance and the Public Service for the computation of employee retiring benefits
- Ensures that completed Election of Benefits Forms are received from retirees along with their original Taxpayer Registration Number (TRN) Card;
- Directs the preparation of T23 for officers who were transferred from Local Government Agencies to the Ministry of Health;
- Monitors the preparation of pension documents in the Regional Health Authorities;
- Examines and ensures that pension related documents, pension particulars, 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;

- Reviews National Insurance Scheme documents to ensure that officers/staff are adequately compensated for any benefits they are eligible to receive;
- Respond to queries from retirees in relation to their pension benefits.

C.) Human Resource Responsibilities

- Provides leadership and guidance to staff supervised through effective planning, delegation, communication, training, mentoring and coaching;
- Reviews the individual work plans of staff supervised;
- Supervises and evaluates the performance of staff to ensure that work output is consistent with the work plan;
- Establishes and maintains a system that fosters a culture of team work, employee empowerment and commitment to the Division's goals;
- Disseminates information to staff re changes in policies, procedures and other matters to ensure that high levels of compliance are maintained;
- Fosters an atmosphere of trust, high ethical and confidential standard.
- Ensures that staff supervised is aware of and adheres to the policies, procedures and regulations which guides the operations of the Ministry;
- Recommend leave for staff supervised in keeping with established Human Resource policies and procedures;
- Participates in the recruitment of staff for the Unit,
- Participates as required in disciplinary proceedings involving staff;
- Conducts monthly and other ad hoc meetings with staff supervised.

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;
- Pension documents prepared by the Regional Health Authorities monitored to ensure that proper procedures are followed;
- 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, Human Resource Management & Development	Obtains/gives advice, receive directives, guidance, general information and provide feedback.
Director Employee Relations	Obtains/gives advice, receive directives, and guidance, work assignments, provide reports, recommendations, general information and feedback
Other members of staff in the Ministry	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	Submission of pension particulars,, approval of pensions

Human Resource Officer, Corporate Services
 Division/Human Resource Management & Development Branch,
 Ministry of Health,
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/SHRMD)	
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;
- Excellent leadership, networking 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

- Strong knowledge of Government's regulations and procedures;
- 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 four (4)

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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;
- To request personal files

10. WORKING CONDITIONS:

- Normal office conditions.