



**CIVIL SERVICE OF JAMAICA**

**JOB DESCRIPTION AND SPECIFICATION**

**Ministry/Entity: Ministry of Health**

<b>JOB TITLE:</b>	Secretary 2 (New)
<b>JOB GRADE:</b>	OPS/SS 2
<b>POST NUMBER:</b>	
<b>DIVISION/BRANCH:</b>	Corporate Services Division/Human Resource Management & Development Branch
<b>SECTION/UNIT:</b>	Performance Management Appraisal Unit
<b>REPORTS TO:</b>	Director, Performance Management Appraisal
<b>MANAGES:</b>	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, Performance Management Appraisal, the incumbent will provide secretarial support for the effective operations of the unit.

### **2. KEY OUTPUTS (Results, Deliverables)**

- Notes and minutes produced;
- Draft and final reports typed;
- Operational manuals, templates and forms produced;
- Meetings coordinated and organized;
- Appointments/engagements scheduled, and logged;
- Receipt and movement of reports, completed Performance Appraisal and other documents accurately recorded;
- Proper storage and retrieval of documents/reports manually and electronically;
- Office administration managed and office supplies maintained;
- Calls and visitors handled;

### **3. KEY RESPONSIBILITIES (Activities, Tasks)**

#### **A.) Management/Administrative Responsibilities**

- Organises meetings, workshops, training sessions, venues and inform participants beforehand;
- Prepares Agendas for meetings and organise relevant information and documents;
- Maintains schedules of meetings and appointments for the Director;

- Receives and makes telephone calls for the Director and other staff in the Unit;
- Receives/hosts visitors to the Director;
- Maintains an effective and efficient information storage and retrieval system both manually and electronically;
- Maintains adequate supply of stationery and other office supplies for the Unit;

#### **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;
- Prepares, report and operational manuals;
- Designs templates and forms as requested;
- Makes amendments to documents as necessary;
- Follow-up on correspondence and assignments;
- Ensures prompt and accurate recording of the receipt and movement of reports, completed Performance Management Appraisals, operational manuals and other documents;
- Retrieves documents/information from Registry, Documentation Centre as required by the Director;
- Operates office equipment such as photocopier, fax machine in support of the work of the Director and the Unit;
- Liaises with the Regional Health Authorities and other government departments and agencies as required;

#### **C.) Other Responsibilities**

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

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

- Notes and minutes produced in a timely manner are sound and a high level of accuracy is maintained;
- Draft and final reports typed are accurate and prepared within agreed timeframe;
- Operational manuals templates and forms produced are accurate and prepared in an appropriate format;
- Meetings /workshops, training sessions are efficiently planned, coordinated and organized
- Appointments/engagements scheduled, and logged and reminders provided to facilitate effective preparation and timely arrival;
- Receipt and movement of reports, completed Performance Management Appraisals, operational manuals and other documents are accurately recorded within a specified time;
- Documents/reports manually and electronically, properly stored and retrieved in accordance with established guidelines;
- Office administration managed and office supplies maintained;
- Visitors, callers and other contacts are treated with courtesy and their requests/questions are handled in a timely manner;
- Confidentiality, courtesy, professionalism, dependability and tact are displayed in the conduct of duties;

#### 5. INTERNAL AND EXTERNAL CONTACTS

i.) Internal

Contact (Title)	Purpose of Communication
Director, Organisational Development	Obtain advice, receive directives and guidance, work assignments information regarding portfolio, and provide feedback.
Members of staff in the Division/Ministry	Obtain and share information,
Finance and Accounts Division	Follow up on the implementation of incentives and rewards or otherwise on behalf of staff

Contact (Title)	Purpose of Communication
	members.
Regional Health Authorities	Obtain and share information,

ii) External

Contact	Purpose of Communication
Office of the Cabinet	To receive guidance and provide information
Ministry of Finance and the Public Service	To obtain information, seek guidance

## 6. REQUIRED COMPETENCIES:

### Core

- Good oral and written communication skills
- Good Human Relations and Interpersonal skills;
- Good time management, planning and organizing skills.
- Ability to demonstrate a high level of initiative, professionalism and confidentiality;
- Ability to work on own initiative.

### Technical

- Sound knowledge of record keeping and 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 spreadsheet and other computer applications;
- Knowledge of modern office equipment,

## 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