



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
COURT ADMINISTRATION DIVISION

JOB TITLE:	Administrator
JOB GRADE:	GMG/AM 4/Band 6
DEPARTMENT/DIVISION:	Court Administration Division
BRANCH	HRM&D, Strategic Planning, ICT, administrative Services Branch
REPORTS TO:	Senior Director
ACCOUNTABLE TO:	Senior Director
MANAGES:	N/A

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. STRATEGIC OBJECTIVES OF THE DIVISION

TBD

2. JOB PURPOSE

Under the general direction of the Senior Director, the Administrator provides high level technical and administrative support services that enhance the Senior Director's Office and the operations of the Division in general. The Administrator analyses technical reports and provides briefings for urgent attention of Senior Director, as well as, undertaking research and special projects to support the work of the Division.

3. KEY OUTPUTS

- Itineraries/meetings coordinated/arranged
- Incoming issues researched/prioritized/processed/referred/followed-up
- Senior Director briefed/updated on issues/concerns/appointments/commitments
- Special projects undertaken
- High profile submissions forwarded/tracked
- High profile decisions received and actioned
- Corporate, operational and work plans Budget/cash flow prepared
- Requests for information researched/provided
- Reports, technical, papers and publications prepared
- Administrative systems established/maintained

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Prepares audio visual presentations as appropriate; prepares Briefs, background information and/or supporting documents for scheduled appointments, meetings, speaking engagements, consultations, conferences, interviews as appropriate/directed;
- Reviews, collates and edits reports for submission to the Director – Court Administration and other stakeholders as directed;
- Takes minutes/notes; composes and prepares correspondence, memoranda, agenda and other documents that are oftentimes confidential;
- Produces and distributes action minutes of meetings/consultations; follows up on actions to be taken;
- Prepares requisition forms for the procurement of goods and service;
- In collaboration with the Senior Director drafts corporate/operational plan, budgetary provisions for the administration of the division;
- Coordinates the preparation and timely advancement of high-profile/technical submissions; track the processing of these submissions;
- Ensures management decisions are received and actioned as directed/appropriate;

- Communicates directly on behalf of the Senior Director with Executive management, HR Directors, staff, external clients /customers stakeholders and others, on matters related to the Senior Director's Office;
- Functions as a liaison for smooth communication between the Senior Director's Office and internal divisions/branches in a manner that serves to maintain credibility, trust and support with senior management and staff;
- Works closely with the Senior Director's to keep him/her well informed of upcoming commitments and schedules and follow-up as appropriate;
- Processes all correspondences addressed to the Senior Director; and routes correspondence and documents as appropriate to allow for the efficient operation of the Division;
- Researches, prioritizes, and follows up on incoming issues and concerns escalated to the Senior Director including those of a complex, sensitive or confidential nature and refer or follow up on response as appropriate;
- Conducts on-line and off-line research at the request of the Principal Finance Officer;
- Ensures a confidential files and records management systems, electronic and hard copy, is established and maintained in accordance with established policies and generally accepted professional standards;
- Ensures the ongoing maintenance of office equipment and of an adequate inventory of office supplies;
- Demonstrates professionalism, credibility and integrity in the performance of functions to enhance and maintain a positive and credible image of the office;
- Maintains knowledge of the division's operations, working knowledge of the policies, procedures practices and protocols to be able to respond appropriately to enquiries, requests or issues.

Management/Administrative Responsibilities

- Develops Individual Work Plans based on alignment to the overall plan for the section;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required;
- Maintains customer service principles, standards and measurements.

Human Resources Responsibilities

- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals;
- Assists with the preparation and conducts presentations on role of Division/Unit for the Orientation and Onboarding programme.

Other Responsibilities

- Performs all other duties and functions as may be required from time to time.

5. PERFORMANCE STANDARDS

- Calendars, schedules, itineraries are efficiently coordinated and maintained and the Senior Director updated and briefed in a timely manner;
- Reports, correspondence, agendas, and other documents prepared and circulated in an efficient and timely manner;
- Meetings and events are efficiently and effectively coordinated and managed to ensure the achievement of meeting/events objectives;
- Communication between the Senior Director's office, internal divisions/Branches and external stakeholders is conducted in a manner that serves to maintain the credibility, trust and support of senior management and staff;
- Director updated in a timely manner on the status of issues, assignments and matters requiring attention;
- Reports are prepared in prescribed format, are accurate and are prepared and submitted in a timely manner;
- Technical submissions advanced in a timely manner and in accordance to established standards;
- Management decisions actioned in a timely manner;
- Research conducted is thorough and findings and conclusions sound;
- Tact, sensitivity, diplomacy, discretion, professionalism and good judgment is exercised in the screening of calls and visitors and giving out of information;
- Confidentiality of information and communication, oral and written, is maintained at all times;
- Priorities are determined and tasks scheduled to meet deadlines;
- Administrative systems are established and maintained that ensures the efficient and effective delivery of services, confidentiality, easy retrieval, safe custody and an audit trail.

6. AUTHORITY

- Debriefs technical corporate services reports and papers;
- Draft documents;
- Makes recommendations to improve the efficiency of the Senior Director's office.

7. INTERNAL AND EXTERNAL CONTACTS (specify purpose of significant contacts)

Internal Contacts

Contact (Title)	Purpose of Communication
Senior Director	• Provide advice and contribute to decision making; • Identify emerging issues/risks and their implications, and propose solutions; • Receive guidance and provide regular updates on key Finance & Accounts issues and priorities.
Senior Executives Divisional/Department/Agency	• Develop and maintain effective working relationships on related matters;

Contact (Title)	Purpose of Communication
	• Exchange of information.
General Staff	• Develop and maintain effective relationships; • Provide expert advice and exchange information.

External Contacts

Contact (Title)	Purpose of Communication
MDAs	• Develop and maintain effective relationships; • Liaise on key functional or issues affecting areas
Committees relating to functional area	• Exchange information on related matters
Professional Affiliations	• Exchange information.
Contractors, suppliers and providers of services	• Monitors financial transactions and interventions; • Exchange of information.
General Public	• Collaborate on matters, exchange information, provide advice and seek feedback

8. REQUIRED COMPETENCIES

Core

- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem-solving skills
- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical

- Proficiency in Microsoft Office suite and other programme applications appropriate to assigned responsibilities
- Working knowledge of the format of cabinet submission and the approval process
- Excellent keyboarding dexterity
- Solid dictation and transcribing skills
- Working knowledge of statutes, legislations, regulations policies and procedures that guide the operations of the section
- General knowledge in budget cash flow preparation
- Knowledge of office management and administrative procedures and practices

- Knowledge of the principles and practices of public administration
- Knowledge of research and statistical methods and techniques
- Ability to compose correspondence and reports

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree in Office Administration, Administrative Management, Management Studies, Public/Business Administration, or related social sciences **OR** NVQJ Level 5.
- Two (2) years' experience in an Office Management environment.

OR

- Associate Degree in Office Administration, Administrative Management, Management Studies, Public/Business Administration, or related social sciences **OR** NVQJ Level 3.
- Four (4) years' experience in an Office Management environment.

10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions. Will be regarded to travel to meetings to support the Senior Director, as applicable.