



**CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
COURT ADMINISTRATION DIVISION**

JOB TITLE:	Office Administrator
JOB GRADE:	GMG/AM 4 - Band 6
DEPARTMENT/DIVISION:	Court Operations & Management Support
BRANCH	Parish Court/Traffic Court/Family Court/Corporate Area Criminal Court/Corporate Area Civil Court/Coroners Court
REPORTS TO:	Court Operations Manager
ACCOUNTABLE TO:	Court Operations Manager
MANAGES:	Judges Orderly Attendant Groundman Watchman

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 Court Operations Manager, the Office Administrator is responsible for coordinating the requisition, ordering, receipting and storage goods/supplies for the Parish Court/Traffic Court/Family Court/Corporate Area Criminal Court/Corporate Area Civil Court/Coroners Court. Additionally, the Office Administrator also provides general administrative support to aid the realization of organisational success.

3. KEY OUTPUTS

- Requisition received and processed
- Goods and stationery supplies ordered and maintained
- Purchase orders prepared
- Goods/supplies received and stored
- Distribution coordinated
- Office and court facilities maintained
- Annual/Quarterly/Monthly performance Reports prepared
- Individual work plans developed
- Staff coached and appraisals conducted

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Assists in the development and implementation of office services plans and review protocols that aligns with the Judiciary's corporate and operational plans;
- Responds to, and resolve internal customer enquiries and issues to ensure the provision of accurate information and the timely and effective resolution of issues;
- Creates and administers budgets for supplies, equipment, and contract services;
- Coordinates and manages records and databases relating supplies/goods and physical inventory, complying with administrative systems, processes and policies;
- Orders and maintains goods and stationery supplies in accordance with the Judiciary's Public Procurement Plan and other management tools;
- Prepares purchase orders to support the acquisition processes and dispatch relevant documentation to the Public Procurement and Finance Accounts Division for action through the Court Operations Manager;
- Devises systems and procedures to receipt goods/supplies and ensure secure storage/protection;
- Coordinates the distribution of supplies and shared support services such as mailing, printing, and copying; and cleaning supplies etc.;
- Maintains the office and court facilities by ensuring spaces are clean, tidy and property issues reported to the Building and Property Management Branch through the Court Operations Manager;

- Escalates unresolved problems to the Court Operations Manager for further analysis and resolution;
- Provides general administrative support including clerical processes, reprographic services and IT based tasks requiring knowledge of various ICT packages and operation of office equipment;
- Maintains relationships with external suppliers managing utilities services, ICT services, telephone services, equipment suppliers, insurance services, service providers and premises leasing arrangements;

Management/Administrative Responsibilities

- Develops Individual Work Plans based on alignment to the overall plan for the Branch;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required.
- Prepares and delivers Court Operations presentations related to as needed;
- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design.

Human Resources Responsibilities

- Provides guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline;
- Evaluates and monitors the performance of assigned staff and implements appropriate strategies;
- Coordinates the development of individual work plans and recommends performance targets for the staff assigned;
- Participates in the recruitment and training of staff of the Court;
- Recommends training, promotion and approves leave in accordance with established Human Resource Policies and Procedures;
- Identifies skills/competencies gaps and contributes to the development and succession planning for the division to ensure adequate staff capacity;
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff annual performance appraisals and other periodic reviews;
- Ensures the well - being of staff supervised;
- Effect disciplinary measures in keeping with established guidelines/practices.

Other Responsibilities

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

5. PERFORMANCE STANDARDS

- Requisition received and processed in accordance with established standards, guidelines and timeframes;

- Goods and stationery supplies ordered and maintained in keeping with established standards, fiduciary requirements and timeframes;
- Purchase orders prepared in accordance with established standards, guidelines and timeframes;
- Goods/supplies received and stored in accordance with established standards, guidelines and timeframes;
- Distribution coordinated in accordance with established standards, guidelines and timeframes;
- Office and court facilities maintained in accordance with established standards, guidelines and timeframes;
- Annual/Quarterly/Progress Reports prepared in accordance with agreed standards, formats and timeframes;
- Individual Work Plan are aligned to the strategic planning mechanisms of the Judiciary are timely;
- Staff managed according to GOJ HR and other established practices and performance appraisals and reviews/coaching done and submitted in accordance to agreed timeframe and standards;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

6. AUTHORITY

- Dispense storeroom supplies;
- Recommendations on operational policies and procedures relating to Office Administration;
- Recommends staff appointments, promotion, recruitment, disciplinary action, leave and general welfare issues;
- Recommends relevant training and development programmes for direct reports to enhance knowledge and performance.

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

Internal Contacts

Contact (Title)	Purpose of Communication
Regional Director, Court Operations & Management Support Court Operations Manager	• To discuss issues in relation to Office Administration; • Escalate Major Office Administration issues/complaints
Direct Reports	• Coach and mentors • Develop and maintain effective working relationships relating to Office Administration • Collaborate, exchange information, provide strategic advice, support and feedback

Contact (Title)	Purpose of Communication
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; • Provides expert advice on Office Administration matters; and exchange information; • Liaise on key Court Operations and Management Support issues
Professional Affiliations	• Provides expert advice and exchange information; • Identify innovation and new opportunities for the Association.
Contractors, suppliers and providers of services	• Exchange of information.
General Public	• 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

- Knowledge of Administration & Office Management Principles and Techniques;
- Knowledge of the Government of Jamaica's legislative arrangements underpinning the Administration & Office Management functioning, for example Asset Management Policies, Records & Information Management Policies, etc.;
- Good understanding of the public expenditure policy environment and the goals;
- Good knowledge of programme monitoring and evaluation frameworks;
- Good verbal and written communication skills, with the ability to deliver presentation with tact, clarity, enthusiasm and accuracy to widely varied audiences;

- A high level of initiative and self-motivation;
- Demonstrated interpersonal and negotiation skills;
- Aptitude for developing and maintaining collaborative relations with team members both within and outside the Judiciary;
- Knowledge of computerized systems and software, with an emphasis on the MS Office suite and projects.

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree in Management Studies, Public Administration, Business Administration or a related discipline **OR** HEART NSTA NVQJ 5 in a related area;
- Three (3) years related experience.

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 required to travel locally to perform office administration duties in outstations, attend conferences, seminars and meetings.