



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
CORPORATE SERVICES DIVISION

JOB TITLE:	Senior Office Services Officer
JOB GRADE:	GMG/SEG 1/Band 7
DEPARTMENT/DIVISION:	Corporate Services Division
BRANCH	Administrative Services
REPORTS TO:	Manager, Office Services
ACCOUNTABLE TO:	Manager, Office Services
MANAGES:	Records Officer (x2)

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 management and supervision of the Manager – Office Services, Office Services Officer – Court Support is responsible for strategically coordinating the requisition, ordering, receipting and storage goods/supplies and service contracts for assigned region¹ in the Judiciary. Additionally, the Officer also provides general administrative support to aid the realization of organisational success.

3. KEY OUTPUTS

- Requisition processes managed
- Goods and stationery supplies managed
- Service contracts coordinated
- Purchase orders prepared
- Goods/supplies received and stored
- Distribution managed
- 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 strategic office services plans for assigned regions through robust consultation with Court Operations Managers; and review protocols that aligns with the Judiciary's corporate and operational plans.
- Coordinates the management of service contracts for photocopying equipment, utilities, air conditioning, asset insurance and telephony services including CUGs for assigned regions.
- Responds to and resolves 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.

¹ A Region constitutes all courts in three to four parishes island-wide or a combination of the Supreme Court, Court of Appeal and the CAD.

- Coordinates and manages records and databases relating supplies/goods, 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.
- Devises systems and procedures to receipt goods/supplies and ensure secure storage/protection.
- Coordinates the distribution of the Judiciary's supplies and shared support services such as mailing, printing, and copying/duplication services, etc.
- Escalates unresolved problems to the Manager – Office Services for further analysis and resolution.
- Provides general administrative support including clerical processes, reprographic services and ICT based tasks requiring knowledge of various ICT packages and operation of office equipment in assigned region.
- 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

- Manages the development of the Section's Corporate/Operational Plans, Budget and Individual Work Plans.
- Supervises preparation of reports to Senior Director, Administrative Services, Manager – Office Services, Senior Executives and other relevant stakeholders.
- Convenes and attends internal committee meetings to address Office Service matters and other executive directives as necessary.
- Represents Branch at meetings, conferences, workshops and seminars.

Human Resources Responsibilities

- Provides supervision and guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline.
- Evaluates and monitors the performance of staff in the Branch 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 Branch.
- 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.
- Maintains customer service principles, standards and measurements.
- Identifies and incorporates the interests and needs of customers in business process design.

Other Responsibilities

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

5. PERFORMANCE STANDARDS

- Requisition processes are managed in accordance with established standards, guidelines and timeframes.
- Goods and stationery supplies ordered and managed in keeping with established standards, fiduciary requirements and timeframes.
- Service contracts coordinated 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.
- 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 and 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.
- 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
Senior Director – Administrative Services Manager Office Services	• 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 Administration & Office Management issues and priorities.
Senior Executives/Management in Divisions	• Develop and maintain effective working relationships • Collaborate, exchange information, provide strategic advice, support and feedback
Direct Reports	• Provide coaching, guidance and support.
General Staff	• Develop and maintain effective relationships • Provide expert advice and exchange information

External Contacts

Contact (Title)	Purpose of Communication
Ministry of Justice	• Develop and maintain effective relationships; • Provides expert advice on Administration & Office Management matters; and exchange information; • Liaise on key Administration & Office Management issues
Divisions/regions of the Judiciary	• Develop and maintain effective relationships; • Provides expert advice on Administration & Office Management matters; and exchange information; • Liaise on key Administration & Office Management issues
Ministry of Finance & Public Service -PXPC	• Develop and maintain effective relationships; • Receive expert advice; and provide and exchange information; • Liaise on key Administration & Office Management issues.
Auditor General	• Exchange information on audit queries and related processes

Contact (Title)	Purpose of Communication
Committees of Parliament related to Corporate Services Affairs	Assists/Supports the CEO in discussions on the Judiciary's Corporate Services/ Administration & Office Management and related matters
Professional Affiliations	- Provides expert advice and exchange information; - Identify innovation and new opportunities for the Association.
Contractors, suppliers and providers of services	- Monitors TOR for goods and services and related 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

- 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, Access to Information, Motor Vehicle 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 presentations 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 Sector Management, Public/Business Administration, or a related discipline.
- Two (2) years' experience in an Office Administration & Office Services 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. May be required to travel locally to attend conferences, seminars and meetings.