

OFFICE OF THE CABINET

Career Opportunity

The Public Sector Modernisation Division (PSMD) in the Office of the Cabinet is inviting applications from suitably qualified persons to fill the position of **Modernisation Specialist, Customer Service Development (GMG/SEG 4)**. Salary range \$2,777,255 - \$3,301,284 per annum and any allowance(s) attached to the post.

Job Purpose

Under the general direction of the Principal Director, Modernisation Programme Implementation Unit (MPIU), and working closely with the Senior Director of each modernisation implementation team, the position of Modernisation Specialist, Customer Service Development, exists to promote and facilitate the implementation by Ministries, Departments and Agencies (MDAs) and other public sector entities, customer service-oriented policies, programmes and initiatives that are in keeping with national goals. This is accomplished by ensuring that related standards and frameworks are developed, documented and shared, to facilitate an implementation approach that will allow for successes to be replicated consistently in order to satisfy customers' needs. In addition to his/her core responsibilities, he/she may be required to provide specific technical inputs to other related initiatives under the modernisation programme.

The duties and responsibilities include, but are not limited to the following:

- Establishes consultative mechanisms and regularly canvasses views, perceptions, expectations, recommendations and attitudes of the general public in relation to the levels of service offered by public sector organizations, to inform recommendations to revise standards and improve the Service Excellence Programme;
- Designs and implements/facilitates implementation of measures to gain feedback from the public to provide data to inform the Service Excellence Programme;
- Contributes to the formulation of policies that will facilitate the development of appropriate strategies to meet organizational goals in relation to customer expectations, by analysing related data collected;
- Provides the Policy Development Unit with empirical data and conclusions derived from that data to address weaknesses in existing policy; contributing to the articulation of corrective policy adjustments made;
- Reviews local and international practices and identifies reference points that guide and validate proposed strategies, plans and goals;
- Develops/recommends benchmarks for various activities and programmes throughout the public sector; recommending modification of international standards as necessary for introduction within the Jamaican environment;
- Works with/guides MDAs to assist in the appropriate implementation of best practices as part of the standards development process; develops instruments that inform the organisation/employees of what is expected, so that the objectives of the job can be accomplished;
- Contributes to the development of customer service and operational standards of service to be met by MDAs, taking into consideration, *inter alia*, the importance and role of customer service in an environment within which high levels of value and service are expected; the role that technology can play in providing effective customer service; the strategic objectives and values of the organisation and the role of the other stakeholders in the public sector and how the organisation should optimally integrate its activities with them;
- Designs, in collaboration with organisations, Unions and Associations, measures to effect smooth implementation of customer service performance standards;
- Recommends and manages the complaints mechanism within the Cabinet Office to facilitate resolution of unresolved complaints that have been pursued by customers and unresolved at the entity level;
- Develops and facilitates the implementation of structured mechanisms for consistent, accurate measurement and reporting of actual performance of MDAs and other public sector entities throughout the implementation of the Service Excellence Programme, inclusive of a standardised reporting format, where applicable;
- Participates in structured reviews/audits of stipulated MDAs and other public sector entities to assess their performance within the first year following the completion of the implementation phase of the CSMES and related standards in order to facilitate corrective action;
- Participates in reviewing reports submitted by MDAs and other public sector entities to examine performance with respect to customer service standards and performance agreements;
- Designs and facilitates the implementation of Reward and Recognition schemes aimed at providing recognition to public sector entities and officers that have consistently improved their levels of service-delivery over stipulated periods of time;
- Plans and implements public awareness programmes related to the Service Excellence Programme;
- Provides consultation for, and assists in, the development and publication of Citizens' Charters by all MDAs and other public sector entities in order to raise public awareness of the standards to which these organisations should be held accountable;
- Manages the budget allocation for the Service Excellence Programme interventions in a manner that ensures value for money;

- Collaborates with the Senior Directors on the development of clear project proposals for the implementation of the Service Excellence Programme within the context of modernisation projects, including the identification/clarification of deliverables and implementation modalities;
- Prepares and submits monthly reports to the Principal Director to ensure effective monitoring and management of cross-cutting customer service issues;
- Provides documented mid-year and end-of-year performance feedback to team members;
- Provides coaching and guidance to further the development of the officers with respect to implementing the various elements of the Service Excellence Programme;
- Represents the PSMD at local, regional and international meetings, conferences; and other functions/ fora, as required.

Required Knowledge/Skills/Competencies

- Excellent oral and written communication;
- Excellent leadership and emotional intelligence;
- Strong customer/client interface;
- Ability to work in teams and take own initiative;
- Excellent interpersonal and social skills;
- Excellent decision-making and problem-solving skills;
- Excellent facilitation skills;
- Sound knowledge of project management;
- Sound knowledge of strategic and operational planning methodologies;
- Sound knowledge of organizational analysis and design;
- Excellent analytical and negotiating skills;
- Excellent planning and organizing skills;
- Ability to think strategically;
- Good change management skills;
- Proficiency in the use of Microsoft Office Suite (Microsoft Project) and SPSS software;
- Confidentiality, integrity and professionalism are displayed in the execution of duties and personal conduct;
- Ability to understand clear instructions and to exercise sound judgment;
- Excellent integrity/ethics exercised in the performance of duties;
- Ability to work independently and accurately.

Minimum Required Qualifications and Experience

- A Master's Degree, preferably with courses in Management, Operations Research/Management;
- Tertiary training in the conduct of research and use of research methods (quantitative and qualitative)
- Knowledge of government policy, programmes and operations;
- Specialized training in the development of standards, performance measures and indicators;
- Thorough knowledge of the principles and practices of applied project management, systems analysis, business analysis, effective customer service development and management, and business process re-engineering;
- Four (4) years' experience at a senior level in implementing, monitoring and/or evaluating relevant programmes, systems, processes.

Application accompanied by résumé should be submitted **no later than Friday, October 26, 2018** to:

Senior Director
Human Resource Development & Management (HRDM) Division
Office of the Prime Minister
1 Devon Road
Kingston 10

E-mail: jobs@opm.gov.jm

Further details of the post may be obtained from the HRDM Division, Office of the Prime Minister/Office of the Cabinet. We thank all for responding, however, only short-listed applicants will be contacted.