**the national identification and registration authority (nira)**

**job description**

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| **JOB TITLE:** | **Deputy Executive Director- Support Services** |
| **DIVISION:** |  |
| **DEPARTMENT:** | **Support Services** |
| **LOCATION:** |  |
| **REPORTS TO:** | DIRECTLY: Executive Director  INDIRECTLY: |
| **MANAGES:** | DIRECTLY: Director Human Capital, Director Finance, Director Information Systems & Digital Transformation, Manager Administration, Manager Procurement  INDIRECTLY: |

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:

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Employee Date

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Manager/Supervisor Date

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Head of Department/Division Date

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Date received in Human Resource Department Date Created/revised



**1. POSITION SUMMARY**

Reporting to the Executive Director, the Deputy Executive Director is responsible and accountable for the provision of effective, efficient and economic delivery of support services at the NIRA. The incumbent is accountable for developing and implementing world class innovative and holistic corporate management frameworks and directing the provision of expert advice and services for all Finance, Administration, Human Capital, Procurement, and Information Systems & Digital Transformation affairs.

As a Member of the Executive Management team, the incumbent also contributes to the strategic direction and leadership of the Organisation in achieving its mandate as the

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**2. KEY OUTPUTS**

* Corporate, Operational Plans and Budgets produced and delivered
* Divisional expenditure contained within budget
* Operational systems and policies implemented
* Human Capital performance monitored
* Programmes and initiatives developed
* Measurable performance standards and indicators developed and implemented
* Systems and structures evaluated
* Operating policies and procedures established and practiced
* Succession planning programme developed and implemented
* Institutional knowledge system created and maintained
* Technical research executed
* Employee wellbeing managed
* Employee performance and productivity managed
* Advice and guidance provided to the Executive Director and all other senior managers of the NIRA
* Procedures documents and manuals produced
* Policy evaluation, monitoring and audit arrangements in place and operating effectively
* Staff appraisals completed and submitted

**3. KEY RESPONSIBILITY AREAS**

Management/Administrative Responsibilities

* Participates in the development of the organisation’s strategic plan,
* Provides oversight for the preparation of the annual budget and operational plan for the Departments within the Division to support the achievement of the Organisation’s strategic objectives.
* Develops/monitors/measures work schedules/plans for staff supervised ensuring that required outputs are produced and goals are met.
* Develops, monitors and evaluates the implementation of the division’s operational plans.
* Oversees the design of work plans and programmes for the division ensuring that staff are effectively utilized.
* Ensures that direct reports are provided with adequate and appropriate physical resources to enable them to undertake their duties efficiently and effectively.
* Directs and signs off on timely and cost-effective procurement of goods and services for the Division in accordance with the Government’s procurement policies and guidelines.
* Ensures that standard operating policies and procedures are established and practiced throughout the Division.
* Oversees the maintenance of appropriate policies and procedures to safeguard all assets of the Division and to oversee the efficient and effective deployment of resources consistent with the mandate and objectives of the Authority.
* Keeps abreast of trends and changes in the respective functional areas with the Division and recommends their implementation where necessary to improve the quality of human resource services provided at the NIRA.
* Ensures that confidentiality, integrity, dependability and tact are displayed in the execution of all duties in the department.
* Monitors performance and works with Department Heads to conceptualise and execute high impact interventions to improve results where necessary.
* Represents the Authority at national, regional and international fora on matters pertinent to the mandate of the Authority.

Technical Professional Responsibilities

* Formulates and leads in the implementation of policies and programmes that will reflect the strategic objectives of the Government of Jamaica (GOJ); Ensures that those policies reflect the modernisation initiatives and emerging organisational trends within the modernisation process.
* Oversees the planning, development, execution and evaluation of training /education and performance management programmes for all departments.
* Supports the Executive Director in the development and execution of policy directives and organisational strategies.
* Provides advice to the Executive Director on all Finance, Human Capital, Administration, Information Systems & Digital Transformation and Procurement matters.
* Collaborates with the Department Heads to create and maintain a defined organisational culture to realise the goals and objectives of the NIRA.
* Anticipates and analyses problems within the division and provides innovative solutions.
* Measures and manages performance standards and indicators.
* Provides oversight in the implementation and support of information technology solutions for the organisation and organisation-wide documentation services to ensure that records, information and knowledge management practices are effectively meeting the Organization's objective, regulatory requirements and compliance with international standards.
* Provides analysis of Divisional management and financial reports to inform and execute the Executive Director and the Authority’s decisions.
* Assesses return on investment for the affairs of the support services.
* Leads the recruitment, development and retention of a highly professional and qualified team.
* Reviews the organisation’s workforce plan to ensure it has the right numbers and right level of knowledge, skill and expertise to function in the most effective and efficient manner.
* Directs the development and implementation of the procurement and contract management framework, policies and processes consistent with those of the GOJ.
* Provides analysis of reports from the respective functional areas within the Division to inform corporate decision making.
* Conducts research to identify opportunities for the NIRA to increase labour productivity and competitive impact as an employer of choice.
* Evaluates systems and structures for the continual improvement, efficiency and effectiveness of the organisation.
* Models and promotes the organisation’s values and encourages conformance throughout the NIRA.
* Collaborates with the Human Capital and Development to develop and implement a succession planning programme to ensure continuity of skills and competencies, and personal development and career advancement of employees.
* Promotes the creation and maintenance of institutional knowledge system for the NIRA translated through established systems and procedures which are documented, disseminated and transferred through training, mentoring and coaching.
* Ensures that staff is provided with adequate and appropriate physical resources to enable them to undertake their duties efficiently and effectively.

Human Resource Responsibilities

* Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline.
* Evaluates and monitors the performance of staff in the department 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 for the division.
* Recommends transfer, 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 branch 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.
* Supervises the management of staff well-being.

Other Duties

* Performs other related duties consistent with the category, nature, function and objectives of the Job.

**4. PERFORMANCE STANDARDS**

* Strategic and operational plans are produced to support the NIRA’s corporate plan
* Human Capital policies support the achievement of the Authority’s mission, goals and objectives
* Performance management systems are monitored and revised as necessary
* Divisional expenditure contained within budget according to established standards
* Operational systems and policies implemented for all divisions managed
* Human Capital performance monitored, and productivity levels increased according to established standards
* Programmes and initiatives developed to meet NIRA’s strategic goals
* Measurable performance standards and indicators developed and implemented across the organisation
* Systems and structures evaluated annually
* Operating policies and procedures established and practiced according to established standards
* Succession planning programme developed and implemented and monitored across the organisation
* Institutional knowledge system created and maintained according to established standards
* Employee wellness/wellbeing managed in an equitable manner
* Advice and guidance provided to the Executive Director and all other senior managers of the NIRA according to established standards
* Procedures documents and manuals produced for al divisions
* Policy evaluation, monitoring and audit arrangements in place and operating effectively according to established standards
* Staff appraisals completed and submitted within established timeframe and training and developmental activities executed

**5. AUTHORITY**

* Approve changes to operating strategies as deemed necessary
* Develop and implement human capital policies and procedures
* Approve changes to staff complement within the division
* Conduct performance appraisal for relevant staff
* Approve expenditure for all divisions within specified limits

**6. INTERNAL AND EXTERNAL CONTACTS**

Internal Contacts

* All staff

External Contacts

* Customers
* Financial Institutions
* Government Ministries/ Agencies
* Education/ Training Institutions
* Consultants
* Suppliers
* Utility Companies

**7. REQUIRED COMPETENCIES**

Core

* Excellent oral and writing communication skills
* Excellent interpersonal skills
* Strong ICT orientation in a technologically enabled environment
* Excellent judgement, decision making and problem-solving skills
* Ability to work under pressure and meet tight deadlines
* Excellent conflict resolution skills
* Excellent team building skills
* Excellent planning and organisation skills
* Highly developed confidentiality in dealing with staff issues and data
* Excellent customer service skills
* Ability to consistently demonstrate integrity and sound business ethics in the execution of duties
* Proficiency in the use of Microsoft Office Suite and other relevant computer applications

Technical

* Excellent knowledge of Government of Jamaica labour laws and employee relations practices
* Excellent Change Management skills
* Sound knowledge of the Government of Jamaica (GOJ) Procurement Policies or Procedures
* Strategic Human Resource Planning skills
* Sound knowledge of public administration
* Ability to develop framework documents and policies
* Ability to prepare reports, formulate positions on issues and articulate opinions concisely to conveying necessary information and make and recommendations

**8. REQUIRED EDUCATION AND EXPERIENCE**

* Master’s Degree in disciplines such as Business Administration, Human Resource Management, Public Administration or an equivalent area of study.
* Seven (7) years experience in a comparable position leading and managing corporate service functions in large organisations or
* First degree in Business Administration, Human Resource Management or related field with 10 years’ of experience as the senior leadership level
* Proficiency in Microsoft Office Suite

**9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

* Work will either be conducted remotely\* or in an office and training environment outfitted with standard office and training equipment utilising specialised software, as well as teaching and learning tools. The environment requires on-going interactions with staff in a virtual or physical environment.

**Remuneration**

Salary range: $ 11, 455, 206.00 p.a. - $ 15, 405,979.00 p.a. – **Band 12**