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

**job description**

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| **JOB TITLE:** | Manager Vetting Services  |
| **DIVISION:** | Card Production & Vetting Services  |
| **DEPARTMENT:** | Vetting Services  |
| **LOCATION:** | Production and Vetting Centre |
| **REPORTS TO:** | DIRECTLY: Senior Manager – Card Production and Vetting ServicesINDIRECTLY: Senior Director - Card Production & Vetting Services  |
| **MANAGES:** | DIRECTLY: Vetting OfficerINDIRECTLY: N/A |

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 Senior Manager - Card Production and Vetting Services, the Manager - Vetting Services is responsible for managing the Vetting Unit to ensure timely and accurate validation of the information supplied by applicants for the National Identification Number (NIN) and National Identification Card (NIC). The Manager - Vetting Services is also responsible for ensuring that vetting systems, processes and practices are implemented, maintained and developed in accordance with relevant best practices, policy and legislation concerning the National Identification and Registration System.

**2. KEY OUTPUTS**

* Internal policies audits conducted
* Investigations conducted and documented
* Mechanisms to protect sensitive biometric information in the National Civil and Identification Database are established
* Staff appraisals conducted
* Scheduled evaluations of the Vetting Unit services conducted
* Vetting Guidelines best practices documented
* Reports produced
* Research conducted
* Statistical and data analysis conducted
* Operational/department plans produced
* Work plans developed

**3. KEY RESPONSIBILITY AREAS**

Management/Administrative Responsibilities

* Provides leadership and direction to the Vetting Officers and oversee their skills development as required.
* Ensure Vetting Officers have sufficient training and experience to be able to deliver the highest standards of service delivery.
* Maintains an organisational structure for the Unit that is sufficient to meet all goals and objectives.
* Provide the strategic and tactical direction for vetting activities within the Unit.
* Measures Unit performance with appropriate metrics.
* Monitors the NIN generation and assignment process.
* Resolves problems and demonstrates courage and resilience in dealing with difficult and challenging situations.

Technical Professional Responsibilities

* Conducts vital identity checks to confirm applicants’ eligibility for the NIN and National Identification Cards.
* Identifies whether any findings require further investigation before making decisions and recommendations.
* Verifies that all applications are filled out correctly and do not contain false or misleading information.
* Verifies that all supporting documentation are originals or certified as true copies of the original.
* Gathers, verifies and assesses all appropriate and available information to contribute towards the verification of an applicant’s eligibility to receive the NIN and National Identification Card.
* Establishes mechanisms to protect sensitive biometric information in the National Civil and Identification Database.
* Provides clear, timely, justifiable decisions, and reviews them as necessary.
* Liaises and makes enquiries as appropriate, with other organisations and agencies in relation to the gathering of information and supporting material on an individual.
* Reports cases to the relevant authorities where fraud or an offence in relation to the National Identification and Registration Act has taken place.
* Overseas entry of applicants' details onto in-house systems and processes applicants' files.
* Verifies applicants' files meet all mandatory checks.
* Performs statistical analysis of data and prepares reports detailing proposed improvements based on the data analysis.
* Informs the Senior Manager – Card Production and Vetting Services of any issues identified or offences becoming apparent during the vetting process.
* Conducts regular audits and checks to ensure that internal policies are adhered to in the Unit.
* Identifies issues for further illumination and validation to expeditiously conclude the investigation and make detailed well-evidenced recommendations to senior management, based upon the options available.
* Contributes to the decision-making process by accurately and comprehensively recording and reporting information gathered on an individual in such a manner as to identify and concisely evidence any perceived vulnerability.

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 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**

* Reports produced and delivered according to established standards and guidelines
* Systems to facilitate the achievement of the NIDS project objectives and targets operate in accordance with established standards.
* Approval of enrolment applications in keeping with established standards and guidelines.
* Submission of data into the National Identification and Registration Databases completed according to established timelines and standards.
* Develops vetting guidelines in line with industry best practices.
* Operational systems and policies implemented according to established standards.

**5. AUTHORITY**

* Exercises authority conferred by the Senior Manager – Card Production and Vetting Services

**6. INTERNAL AND EXTERNAL CONTACTS**

Internal Contacts

* Senior Management
* NIDS Implementation Taskforce/Steering Committee

External Contacts

* Electoral Office of Jamaica(EOJ)
* Jamaica Constabulary Force (JCF)
* Statistical institute of Jamaica (STATIN)
* Inland Revenue (IR)
* Jamaica Post
* Attorney General
* Chief Parliamentary Council
* Contractor General
* eGov Limited
* Funding Partners
* Ministry of Education, Youth and Information
* Other Ministries/Depts./Agencies

**7. REQUIRED COMPETENCIES**

Core

* Excellent oral and writing communication skills
* Excellent interpersonal skills and is able to relate with varied levels of targeted audiences
* 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 team building skills
* Strong recruitment and training skills
* Highly responsible and dedicated
* Excellent planning and organisation skills
* Excellent negotiation skills
* Ability to work in a multicultural environment and within a multidisciplinary team
* Ability to consistently demonstrate integrity and sound business ethics in the execution of duties

Technical

* Sound understanding of the National Identification and Registration Act and other related legislation
* Sound understanding of the guidelines on vetting
* Ability to act on facts and be objective, unprejudiced and impartial, having regard for the law, relevant guidelines and best practices
* Sound knowledge and experience in the Vetting industry
* Proficiency in use of Microsoft Office Suite and other relevant computer applications and systems

**8. REQUIRED EDUCATION AND EXPERIENCE**

* Bachelor’s Degree in Business Administration, Management Studies, or a closely related field.
* At least four (4) years relevant experience working in the Investigations/Vetting field including two (2) or more years of experience in a supervisory capacity in a comparable business environment.
* A good knowledge of Vetting Guidelines will be an asset.

**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: $ 5,198,035.00 p.a. - $ 6,990,779.00 p.a. - **Band 8**