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

**job description**

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| **JOB TITLE:** | **Senior Director Card Production and Vetting Services** |
| **DIVISION:** | **Identity Management** |
| **DEPARTMENT:** |  |
| **LOCATION:** |  |
| **REPORTS TO:** | DIRECTLY: Executive Director  INDIRECTLY: Commissioners |
| **MANAGES:** | DIRECTLY: Manager Card Production Services, Manager Vetting Services, ICT Specialists, Manager Enrolment  INDIRECTLY: All Identity Management Employees |

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 Senior Director Card Production and Vetting Services is responsible and accountable for the effective, efficient and economic delivery of operations and services within the Identity Management Division at the NIRA. The incumbent is accountable for developing and implementing world class innovative enrolment, vetting, card production and customer experience services that is compliant with the National Identification and Registration Act.

**2. KEY OUTPUTS**

* Reports, Operational Plans and Budgets produced and delivered
* Identity Management strategy developed and implemented
* Divisional expenditure contained within budget
* Operational systems and policies implemented
* Division performance managed
* Programmes and initiatives developed
* Measurable performance standards and indicators developed and implemented
* Systems and structures evaluated
* Operating policies and procedures established and practiced
* Technical research executed
* Advice and guidance provided to the Executive Director
* Procedures documents and manuals produced
* Policy evaluation, monitoring and audit arrangements in place and operating effectively
* Meetings, conferences and other fora attended

**3. KEY RESPONSIBILITY AREAS**

Management/Administrative Responsibilities

* Manages the preparation of the annual budget and operational plan for the Identity Management 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 corporate and operational plans
* Oversees the design of work plans and programmes for the division ensuring that staff are effectively utilised
* Keeps abreast of trends and changes in global issues and recommends their implementation where necessary to improve the quality of services provided at the NIRA
* Ensures that the work of the Identity Management Division is properly documented
* Ensures that confidentiality, integrity, dependability and tact are displayed in the execution of all duties in the department

Technical Professional Responsibilities

* Formulates and leads in the implementation of Identity Management 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
* Anticipates and analyses problems within the division and provides innovative solutions
* Measures and manages performance standards and indicators
* Provides advice to the Executive Director on all Identity Management matters
* Evaluates systems and structures for the continual improvement, efficiency and effectiveness of the organisation.
* Models and promotes the organisation’s values and ensures compliance throughout the NIRA
* Ensures that staff is provided with adequate and appropriate physical resources to enable them to undertake their duties efficiently and effectively
* Oversees Identity Card production and storage
* Ensures the protection of vital information (Biometric and otherwise) in accordance with the relevant legislation
* Manages instances of fraud and other violations
* Conducts regular audits to ensure that policies and procedures are adhered to and makes adjustments as deemed necessary
* Monitors the performance of enrollment sites and implements optimisation strategies as required
* Manages relationships with relevant NIRA stakeholders
* Ensures the adequacy of ICT support services

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

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
* Identity Management policies support the achievement of the Agency’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 division managed
* 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
* Advice and guidance provided to the Executive Director on all Identity Management Affairs
* Procedures documents and manuals produced for all divisions
* Policy evaluation, monitoring and audit arrangements in place and operating effectively according to established standards

**5. AUTHORITY**

* Exercise authority conferred by the Executive Director
* Approve changes to operating strategies as deemed necessary
* Develop and implement Identity Management policies and procedures
* Approve changes to staff complement within the division
* Conduct performance appraisal for relevant staff
* Approve expenditure for division within specified limits

**6. INTERNAL AND EXTERNAL CONTACTS**

Internal Contacts

* All staff

External Contacts

* Customers
* Government Ministries/ Agencies
* Jamaica Constabulary Force (JCF)

**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

Technical

* Excellent knowledge of the National Identification and Registration Act
* Excellent Change Management skills
* Ability to prepare reports, formulate positions on issues and articulate opinions concisely to convey necessary information and produce recommendations

**8. REQUIRED EDUCATION AND EXPERIENCE**

* Master’s Degree in disciplines such as Business Administration, Public Administration or an equivalent area of study.
* Seven (7) years of progressive experience in leading and managing teams; or
* First degree in disciplines such as Business Administration, Public Administration or a related area with a minimum of 10 years of progressive experience in leading and managing teams.
* 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: $ 7,716,512.00 p.a. - $ 10,377,851.00 p.a. - **Band 10**