



**GOVERNMENT OF JAMAICA  
MINISTRY OF FINANCE & PUBLIC SERVICE  
JOB DESCRIPTION AND SPECIFICATION**

<b>JOB TITLE:</b>	Manager, Leave Administration
<b>JOB GRADE:</b>	GMG SEG 3
<b>POST NUMBER:</b>	1170
<b>DIVISION:</b>	Strategic Human Resource Management Division (SHRMD)
<b>BRANCH</b>	Employee Relations
<b>SECTION</b>	Employee Benefits – Leave Administration
<b>REPORTS TO:</b>	Senior Director Employee Welfare Management
<b>ACCOUNTABLE TO:</b>	Senior Director Employee Welfare Management
<b>MANAGES:</b>	Senior Leave Officer

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 incumbent. 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 Resources Division

\_\_\_\_\_  
Date created/revised

## **1. STRATEGIC OBJECTIVES OF THE DIVISION**

The strategic objectives of the Strategic Human Resource Management Division are to strengthen the human resource management capacity throughout the Public Sector to facilitate an effective and enabling work environment and to improve human resource management and accountability in the public sector.

## **2. JOB PURPOSE**

Under the general direction of the Senior Director Employee Welfare Management, the Chief Employee Benefits Analyst - Leave Administration takes lead in guiding public sector employee leave schemes, ensuring compliance with stipulated guidelines and policies for administering the various leave types. More specifically, the Chief Employee Benefits Analyst – Leave Administration is responsible for promoting the different types of approved leave schemes in MDAs, for monitoring the administration of leave schemes and to act as principal liaison and expert on matters pertaining to the portfolio.

Working through the direct reports, the Chief Employee Benefits Analyst – Leave Administration will also oversee and direct the coordination of the related administrative duties – generation of responses to stakeholders, report production and maintenance of all related documentation. Additionally, the Chief (with the intervention of relevant stakeholders) will ensure that the utilization of technological support to advance the administration of leave is periodically reviewed and improvements implemented. The Chief will facilitate the staging of national civil service activities/awards ceremonies and will also act as expert in providing advice to the Human Resource Shared Services Centre (HRSSC) and MDAs.

## **3. KEY OUTPUTS**

- Standards/regulations on leave management promulgated
- Technical advice on Conditions of Service provided
- Technical advice on leave administration provided
- Administration of leave types monitored
- Training Programme for the leave administration delivered
- National Public Sector award ceremonies held
- Relationship maintained with partners in MDAs
- Operational and Work Plans and Budget Developed
- Staff Managed – Individual Work plan, performance appraisals/reports completed

- Information provided to inform policy development
- Research Conducted
- Reports prepared

#### **4. KEY RESPONSIBILITY AREAS**

##### **Technical/Professional Responsibilities**

- Provides strategic direction to the employee benefits portfolio by developing strategies, and programmes to maintain and improve service delivery for Leave administration;
- Oversees and directs the management and administration of various processes that inform leave administration and calculations;
- Approves applications for special leave from MDAs;
- Oversees the auditing of leave in special cases;
- Ensures the development of systems and procedures to verify contentious leave issues submitted from MDA's;
- Oversees and participates in the design and development of standards to ensure effective delivery of service to applicants and MDAs;
- Formulates comments and recommendations for policy changes to the administration of leave programmes;
- Develops strategies to liaise and engage with stakeholders such as unions, staff associations on matters pertaining to the portfolio responsibilities;
- Singly or as part of the senior team, conducts reviews of guidelines/policies that impact conditions of service;
- Implements systems to ensure that the dissemination of advice/assistance provided to stakeholders on leave, is in accordance with policy and established best practice;
- Jointly spearheads the planning and organizing of annual civil service, rewards and recognition functions;
- Provides information on leave schemes at special functions such as Civil Service Week activities;
- Collaborates with various stakeholders to design and develop strategies to disseminate changes to public sector leave arrangements;
- Conducts research on best practices in benefits administration in other jurisdictions and prepares reports to inform, negotiation, policy changes or otherwise;
- Facilitates the maintenance and development of the Staff Orders and Foreign Service Orders;
- Conducts research on related portfolio matters as instructed by the Principal Director/Deputy Financial Secretary;
- Prepares various reports on the status of leave administration in the public sector;

- Provides advice to MDAs on escalated issues pertaining to leave benefits;
- Reviews and prepares responses to government entities who want to establish particular employee benefits schemes;
- Assists with the preparation of pre-negotiation briefs on matters attended to leave as a benefit and present same to negotiation team;
- Assists MDAs to develop or disseminate information on the various leave to which officers may be entitled;
- Organizes workshops and mounts booths on conditions of service and leave administration;
- Develops training programme for delivery at orientation and other sessions in MDAs;
- Participates in training public sector employees on the administration of leave;
- Actively work with ICT Branch to leverage technology to effectively deliver administer the leave portfolio in the public sector;
- Participates in conducting business process reviews to examine existing service delivery systems (pertaining to the portfolio);
- Remains competent and current through self-directed professional reading, developing professional contacts with colleagues and maintaining membership in professional organizations.

#### **Management /Administrative Responsibilities**

- Leads the Section by guiding staff to ensure efficiency and effectiveness;
- Develops the operation plans for the Employee Benefits – Leave Section with appropriate targets;
- Develops the Section's budget ensuring that all relevant activities/programmes to be undertaken and required resources are considered;
- Manages the work of the section as per agreed performance indicators;
- Participates in the development of strategic plans and related documents;
- Ensures that the values of the SHRMD are communicated to staff in order to foster an enabling work environment;
- Attends/represents the Section in meetings and different *fora* as assigned;
- Represents the interests/concerns of the staff to the relevant authority in the ministry.

#### **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 section 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 section/branch;
- Recommends transfer, promotion and leave in accordance with established Human Resource Policies and Procedures (approves leave etc.);
- 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;
- Liaises with the Senior Director, Employee Welfare and Senior Director Human Resources Branch to foster and attend to the well - being of staff supervised;
- Effect disciplinary measures in keeping with established guidelines/practices.

#### **Customer Service Responsibilities**

- Maintains customer service principles, standards and measurements.

#### **Other Responsibilities**

- Performs any other related duties consistent with the category, nature, functions and objectives of the job.

### **5. PERFORMANCE STANDARDS**

- Strategies developed to direct the leave portfolio and programmes are articulated as agreed and implemented within the established timeframe;
- Technical advice provided on issues surrounding leave is well researched, supported by GOJ policy guidelines and submitted as agreed;
- Plans to oversee leave calculation are developed and presented on time;
- Training sessions delivered to MDAs are done in well-established formats and the information disseminated is accurate;

- Advice on leave and special benefits are vetted against policy guidelines and responded to on time;
- Rewards & Recognition Programmes/annual celebratory programmes are reflected of approved themes, professionally staged and executed within budget;
- Relationship maintained with partners in MDAs is systematic, professional and engenders appropriate customer service standards;
- Reports, Operational and Work Plans and Budget Developed in established format and submitted on time;
- Research conducted are evidence-based and time bound;
- Staff Managed – Individual Work plan, performance appraisals/reports completed in accordance to established standards and agreed format;
- Information provided to inform policy development is accurate and submitted on time.

## 6. AUTHORITY

- Recommends changes to policy and guidelines;
- Suggest new ways for managing leave;
- Participates in Negotiation;
- Approves requests for leave from staff in the section;
- Effect first tier disciplinary procedures (discussions, warnings).

## 7. INTERNAL AND EXTERNAL CONTACTS

### Internal Contacts

Contact	Purpose of Communication
Principal Director and or Deputy Financial Secretary	To receive directives and provide advice and reports
Senior Executives & Managers	Consultation information gathering
Staff	To ascertain feedback (informal or otherwise) on initiatives and to provide guidance

### External Contacts

Contact	Purpose of Communication
Permanent Secretaries	To provide information
OSC	Receive and provide information
Clients (MDAs)	To provide guidance and receive feedback

Contact	Purpose of Communication
Trade Unions	Provide information
AGD	Receive and provide information
HRSSC	To provide expert advice

## **8. REQUIRED COMPETENCIES**

### Core

- Good planning, organizing analytical and negotiating skills
- Excellent decision making and problem solving skills
- Ability to exercise initiative and sound judgment, think logically, analytically and creatively
- Highly customer focused/customer service driven
- Good multitasking skills
- Highly developed confidentiality in dealing with customer issues and data
- Ability to work well in a team as well as alone
- Ability to build rapport with clients/customers of the SHRMD
- Strong ICT orientation to operate effectively in technology enabled environment
- Excellent communication and professional disposition
- Sound knowledge of the public service machinery

### Technical

- Excellent understanding of leave and benefits administration in central government
- Adequate understanding of training delivery/conducting workshops
- Good customer service orientation
- Strong appreciation of the HR environment in government
- Excellent multitasking skills
- Ability to create innovative solutions to clients issues
- Ability to effectively collect, analyse and evaluate data
- Good leadership skills
- Good people management skills
- Good research skills
- Ability to work under pressure
- Excellent attention to detail
- Adequate business process review skills
- Knowledge of related enable technology

**9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

- Master's Degree in Human Resource Management, Management Studies, Public/Business Administration or related social sciences;
- Training in supervisory management;
- Four (4) years experience in a Human Resource Management or related environment.

**OR**

- Bachelor's Degree in Human Resource Management, Management Studies, Public/Business Administration or related social sciences;
- Training in supervisory management;
- Six (6) years experience in a Human Resource Management or related 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 can be emotionally charged at times as there are tense negotiations with trade unions, interest groups and staff associations as well as delays in arriving at agreements. Occasionally exposed to situations where personal safety and security may be at risk. May be required to work extended hours.