



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

<b>JOB TITLE:</b>	Senior Leave Officer
<b>JOB GRADE:</b>	GMG SEG 2
<b>POST NUMBER:</b>	63012
<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>	Manager, Leave Administration
<b>ACCOUNTABLE TO:</b>	Manager, Leave Administration
<b>MANAGES:</b>	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 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 direction and supervision of the Chief Employee Benefits Analyst – Leave Administration, the Senior Benefits Analyst – Leave Administration will assist with managing and coordinating the day to day activities of the leave portfolio by ensuring that policy standards and regulations are adhered to by MDAs in the administration of leave and conditions of service. More specifically, the Senior Benefits Analyst will be instrumental in providing advisory services as well as resolving issues surrounding the administration of the various types of leave arrangements in MDAs. The Analyst will therefore be critical in conducting relevant research to ensure accuracy of advice and suggestions to resolve issues; to ensure accurate processing of leave types; to facilitate timely consultation with stakeholders such as the Office of the Services Commissions as well as facilitating national civil service awards and recognition programmes. The Analyst will also act as expert in providing advice to the Human Resource Shared Services Centre (HRSSC) and MDAs.

## **3. KEY OUTPUTS**

- Advice on various leave types/schemes disseminated
- Advice provided on conditions of service
- Leave calculated and verified
- Leave Audits conducted
- Assistance provided with the delivery of leave training
- Relationship maintained with partners in MDAs
- Information provided to inform policy development
- Research Conducted
- Reports prepared

## **4. KEY RESPONSIBILITY AREAS**

### **Technical/Professional Responsibilities**

- Provides advice to MDAs to resolve issues on the administration of the various leave schemes;
- Verifies the accuracy of submissions received for leave (for e.g., no-pay etc);
- Examines and validates period of service records;

- Processes pre-retirement leave ensuring accuracy by consulting relevant records;
- Liaises/consults with various stakeholders to garner information to assist with processing the accuracy of leave availability and entitlements;
- Verifies the accuracy of available leave balances;
- Schedules visits to MDAs to conduct audits of leave records in special cases;
- Prepares written advice to MDA on issues pertaining to leave review and/or audits;
- Assists with the design and development of training/informational material on conditions of services and leave administration and entitlement;
- Participates in the design and development of leave administration standards to ensure consistency in the administration of leave in MDAs;
- Assists with the formulation of comments and recommendations for policy changes to the administration the leave portfolio;
- Assists with the development of strategies to liaise and engage with stakeholders such as unions, staff associations on matters pertaining to the portfolio responsibilities;
- Liaises with the HR personnel in MDAs and the HRSSC as needed to relay errors or defect in the system and provide corrective measures;
- Disseminates information on conditions of services to MDAs;
- Provides information at special *fora* such as Civil Service Week activities;
- Collaborates with various stakeholders to design and develop strategies to disseminate changes to public sector worker benefits;
- Assists with conducting research on best practices in leave administration and conditions of services in other jurisdictions and drafts reports to inform, negotiation, policy changes or otherwise;
- Assists with the formulation of comments to effect policy changes and or to respond to issues from trade unions/staff association;
- Conducts research on related portfolio matters as instructed by the Chief Employee Benefits Analyst - Leave/Principal Director/Deputy Financial Secretary;
- Prepares various reports on the status and practices of the various leave arrangement in the public sector;
- Provides advice to MDAs on escalated issues pertaining to leave administration;
- Assists in the leadership and coordination of various planning committees;
- Assists with the preparation of pre-negotiation briefs on matters attended to loan benefits and present same to negotiation team;
- Actively works with ICT Branch to leverage technology to effectively delivery leave administration in MDAs and the HRSSC;

- 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**

- Develops Individual Work Plans based on alignment to the overall plan for the section;
- Participates in the development of sections operational plans and related documents;
- Ensures that the values of the SHRMD as a Centre of Excellence is maintained
- Working alongside the Chief, assists with the scheduling of work submitted to the section;
- Attends/represents the Section in meetings and different *fora* as assigned;

#### **Human Resource Responsibilities**

- Maintains a harmonious work relation with co-workers.

#### **Customer Service Responsibilities**

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meets expectations;
- Prepares quarterly and/or annually Customer Service reports in accordance with established standards.

#### **Other Responsibilities**

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

### **5. PERFORMANCE STANDARDS**

- Leave calculations are accurate and done according to established practices and procedures;
- Leave audits conducted according to established practice and findings submitted on time;

- Advice on various leave type/schemes and conditions of services provided in accordance with established guidelines and timeframe;
- Assistance provided with the delivery of leave training in MDAs is done as agreed and to the established standards;
- Information disseminated regarding conditions of service is accurate and submitted in a timely manner;
- Relationship maintained with partners in MDAs according to established service agreements/standards;
- Reports and Work Plans are produced in the established format and submitted as agreed;
- Special Events (eg civil service week) are planned and staged in keeping with agreed standards;
- Research Conducted is accurately analysed and reports produced on time and in the agreed format;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interactions.

## 6. AUTHORITY

- Recommends changes to policy and guidelines;
- Participates in Negotiation;
- Vets leave entitlements;
- Provides expert advice to the HRSSC;

## 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 and 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
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 the administration leave in central government
- Excellent understanding of condition of service rubric in central government
- Excellent knowledge of the different leave types and their calculation mechanism
- Good customer service orientation
- Good understanding 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 research skills
- Appreciation of events planning
- 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**

- Bachelor's Degree in Human Resource Management, Management Studies, Public/Business Administration or related social sciences;
- Three (3) years experience in a Human Resource Management, Industrial Relations 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.