



Ministry of Industry Investment & Commerce

CAREER OPPORTUNITY

The Ministry of Industry, Investment & Commerce is inviting suitably qualified persons to fill the following position in the Industry Division.

PRINCIPAL DIRECTOR, CORPORATE SERVICES (GMG/SEG 6) – VACANT

Salary Range: \$9,401,821 – 12,644,404 per annum

The Principal Director of Corporate Services will lead the development of an efficient and effective service delivery organization. This includes cultivating a well-trained, customer-focused staff; establishing aligned technology and business processes; and ensuring operations support the strategic objectives of the Ministry of Industry, Investment and Commerce and its departments and agencies.

JOB PURPOSE

To provide strategic leadership, policy direction, and guidance for the administration function, ensuring effective integration and management of critical support services across the Ministry, its departments, and agencies. This includes developing and overseeing key functions such as Information and Communications Technology (ICT), Human Resource Management and Development (HRMD), Communications and Public Relations, Facilities and Property Management, and Procurement. Additionally, this role is responsible for optimizing service delivery to both internal and external stakeholders, including key agencies and departments, including:

- The Anti-dumping and Subsidies Commission (ADSC)
- Food Storage and Prevention of Infestation Division (FSPID)
- Office of the Government Trustee, Office of the Supervisor of Insolvency
- Hazardous Substances Regulatory Authority (HSRA)
- The Department of Co-operatives and Friendly Societies (DCFS)
- The Jamaica Intellectual Property Office (JIPO)ⁱ

KEY OUTPUTS

- Strategic direction and advice provided to the Permanent Secretary on corporate policies and services.
- Corporate and Operational Plans developed.
- Strategies for all corporate functions developed, reviewed, and available.
- Estimates of expenditure provided for the Division.
- Technical guidance/advice provided to Divisional Directors and direct reports.
- Systems, procedures, and operating guidelines for controlling corporate services functions developed and implemented.



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- Procurement plans for the Ministry and its departments and agencies coordinated.
- Change management processes and initiatives developed to guide reform activities.
- Access to public records provided.
- Competent and motivated staff in a conducive work environment.
- Quarterly reviews conducted, with Progress Reports on Division performance prepared and submitted.
- Quarterly/Annual Reports prepared and submitted.
- Strategic leadership, direction, and advice provided for the Ministry and its departments/agencies on corporate services matters.
- Development and implementation of a comprehensive human resource management strategy to achieve corporate objectives.
- Policy framework developed to address critical elements of manpower planning.
- Frameworks are developed to enhance Ministry capacities and capabilities in customer service.
- Standard operating procedures are developed to guide corporate services delivery across the Ministry.
- Staff informed on matters impacting conditions of service, with feedback and corrective actions taken as necessary.
- Efforts made to improve accountability and delivery service.
- Education and updates provided to staff on policies, guidelines, and internal procedures.
- Cost-effective transportation, office management, security, disaster management, and transport services provided to support efficient Ministry operations.
- Coordination of Records Information Management to provide reliable, accurate information for decision-making and public access, following best practices.
- Ensure reliable and sustainable funding for ICT implementation, ongoing maintenance, and upgrades, including detailed budget proposals and justifications. This includes exploring funding opportunities and managing budgets effectively.
- Lead the digitalization and centralization of documentation, transitioning to electronic systems and ensuring data integrity, accessibility, and security. This includes developing and implementing a document management strategy.
- Drive the investment in and promotion of appropriate technology and digital tools, conducting needs assessments, evaluating solutions, and overseeing implementation. This encompasses staying current with technological advancements and advocating for their adoption.

Management/ Administrative Responsibilities:

- Plans, organizes, and directs the Division's work, overseeing the creation and implementation of corporate and operational plans, budgets, and performance monitoring.



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- Leads the development of strategic plans, annual work plans, and budgets, ensuring alignment with Ministry objectives and optimizing Division effectiveness. Recommend adjustments as needed.
- Reviews quarterly performance reports from Units, providing guidance and recommendations to Unit Heads.
- Prepares and submits performance management reports on corporate services to the Permanent Secretary.
- Identifies administrative gaps and develop policies and procedures to guide Division operations, ensuring efficient corporate services and high customer service standards.
- Coordinates responses to audit queries related to corporate services for the Permanent Secretary.
- Examines and approves Division payments, ensuring compliance with budgetary allocations and value for money.
- Maintains effective relationships with internal and external stakeholders to ensure consistent service delivery.
- Leads periodic reviews of operational manuals to keep them current, ensuring tools and resources, including project management evaluation mechanisms, are available.
- Anticipates challenges, exercises prudent judgment, and demonstrates flexibility to overcome obstacles.
- Prepares and submits reports for the Human Resource Executive Committee to the Permanent Secretary.
- Represents the Ministry at local and international meetings, conferences, and forums.
- Direct and coordinates corporate services activities, ensuring alignment with Ministry objectives and policies.
- Develops and implements corporate services policies, procedures, human resource programs, and strategic communications.
- Ensures effective information sharing within the Ministry and fosters a harmonious industrial relations environment.
- Prepare comprehensive audit, monitoring, and corporate services activity reports.
- Provides strategic leadership and technical advice on corporate services to the Permanent Secretary, agencies, departments, and Ministers.
- Ensures corporate and operational plans are aligned with Ministry objectives and manages the corporate services budget efficiently.
- Plans and implements special projects, ensuring compliance with procurement policies and GOJ guidelines.
- Overseas efficient and reliable transportation services and information systems to support Ministry operations.
- Develop and implements succession planning and records management systems.
- Develops individual work plans and conducts staff appraisals.



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Technical/Professional Responsibilities:

- Provides policy interpretation and technical advice to the Permanent Secretary, divisional/section/unit heads, ensuring effective coordination of the Ministry's functions and compliance with government rules and regulations.
- Advises the Permanent Secretary and other Directors on the implications of acquiring, allocating, and utilizing human, physical, or material resources.
- Initiate innovations or changes in internal management practices, systems, and policies to improve efficiency and reduce costs.
- Forges strategic alliances with senior managers in ministries, departments, and agencies to improve efficiency and service effectiveness.
- Liaise with Ministries and other government agencies on matters related to corporate management and other functional areas.
- Facilitates the delivery of efficient and satisfactory corporate services to internal and external customers.
- Develops and monitors the implementation of Corporate Services' corporate and operational plans.
- Determines objectives and priorities for each unit, coordinating related policies and program initiatives.
- Prepares and manages the Division's annual budget in accordance with relevant legislation.
- Guides the development and review of a comprehensive Human Resource Management and Development (HRMD) strategy within the Ministry, its agencies, and departments.
- Ensures the implementation of Corporate Services strategies and policies in line with Public Service Regulations, Staff Orders, and other guidelines, supporting staff recruitment, retention, welfare, training, development, and performance assessment.
- Communicates policy revisions to ensure understanding and alignment with the Corporate Services strategy.
- Ensure that operating procedures and manuals are developed and kept up to date in compliance with government regulations.
- Analyzes global trends in Human Resource Management, Records Information Management, Information Technology, and other management issues, recommending adoption where necessary to enhance corporate services quality.
- Periodically reviews the Ministry's structure and manpower needs, recommending adjustments to meet changing corporate objectives.
- Develops and implements Employee Relations initiatives addressing employees' physical, emotional, and psychological well-being.
- Provides guidance on developing/reviewing divisional structures to support effective Organizational Development.
- Advises on the Performance Management and Appraisal System (PMAS) for effective staff utilization and optimal organizational productivity.
- Oversees the design of work plans and programs for Corporate Services, advising agencies on ensuring effective staff utilization and productivity.



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- Ensures the delivery of corporate services in a manner that enhances the credibility of the Division.
- Establishes systems and programs to foster a culture of service and teamwork within Corporate Services.
- Maintains effective relationships with management and staff to foster cooperation in delivering human resource and other services.
- Establishes sub-committees and workgroups to support corporate service delivery.
- Prepares and submits activity, performance, special, and other required reports.
- Implements measures to ensure rigorous audits of each Unit's role.
- Evaluates the effectiveness of each corporate service, providing critical information for strategic management and correcting weaknesses.
- Represents the Ministry at meetings, conferences, and other forums, preparing reports as required.

Administration

- Directs the preparation of the Branch's administrative budget in line with prescribed guidelines.
- Analyzes the Branch's overall performance, providing timely information and ensuring adequate administrative support services to enhance productivity and morale.
- Monitors adherence to Government of Jamaica (GOJ) protocols for maintaining office and plant equipment to ensure a productive environment.
- Reviews recommendations for equipment and material needs with the Permanent Secretary, Principal Financial Officer, and relevant specialists.
- Oversees asset management and inventory control services across the Ministry, ensuring effective monitoring and usage.
- Manages the cost-effective maintenance of the Ministry's physical environment, ensuring the availability of essential facilities and proper maintenance of amenities, including light, power, air conditioning, plumbing, and office equipment.
- Plans with senior staff to set targets and goals for Corporate Services activities, ensuring procedural standardization.
- Leads the development of the Division's Strategic/Operational Plan and Budget.
- Establishes customer service principles, standards, and measurements for the Division.
- Develops Individual Work Plans aligned with MIIC's Strategic and Operational Plans.
- Establishes and maintains Corporate Services Committees to recommend improvements in procedures and systems.
- Represents the MIIC at meetings, conferences, and other forums as needed.

Human Resource Management & Development

- Leads the development and administration of HR systems and procedures for effective control.



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- Provides strategic oversight for HR strategies to foster staff involvement and promote organizational success.
- Stays updated on HR trends and shares knowledge with the Ministry.
- Collaborates with the Senior Director of HRM&D to develop a human resource plan aligned with the Ministry's strategic priorities.
- Oversees programs for retaining competent human resources to ensure effective service delivery.
- Guides the development of training programs aligned with the Ministry's strategic objectives.
- Coordinates HR input for the Ministry's programs, including manpower planning, retirement, benefits, and career development.
- Ensures consistency and equity in HR policies and practices.
- Leads the development and implementation of a performance management system that ensures fairness and appropriate rewards.
- Oversees policies related to promotion, retirement, training, discipline, leave, compensation, separation, and transfers.
- Develops and oversees staff welfare programs and recreational activities.
- Implements a recruitment and selection program aligned with government guidelines.
- Provides leadership in succession planning and develops employee development programs to maximize potential.
- Develops training policies, manuals, and guidelines to support career advancement opportunities.
- Ensures staff orientation into the Ministry's culture and provides guidance through coaching, mentoring, and training.
- Develops a framework for executing the Ministry's modernization agenda based on best practices.
- Ensures alignment of the Performance Management and Appraisal System (PMAS) with Ministry systems and advises on PMAS-related matters.
- Manages the PMAS recognition and rewards system and oversees the development and implementation of PMAS resources.
- Contributes to business process re-engineering and modernization initiatives within the Ministry.
- Implements and monitors transition processes to align with Government of Jamaica policies.
- Reviews the Ministry's structure and manpower needs, making recommendations for adjustments.
- Leads the Ministry's change management processes to improve efficiency and effectiveness.
- Directs the development and review of restructuring and reorganization proposals.
- Conducts job audits and diagnostic reviews.
- Implements HR initiatives promoting a healthy industrial relations climate and ensures timely decision-making.



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- Develops programs addressing employees' physical, emotional, and psychological well-being.
- Advises Directors and managers on handling industrial relations issues and oversees discipline and grievance procedures.
- Organizes and participates in meetings with trade unions and staff associations regarding employment terms.
- Ensures the Division's staff have the necessary resources to perform their duties effectively.
- Manages the performance of direct reports through periodic appraisals and recommends corrective actions when needed.
- Develops and manages the performance of the Division, setting targets, monitoring performance, and initiating corrective actions.
- Collaborates on succession planning to ensure continuity of skills and competencies in the Department.
- Contributes to the development and welfare of direct reports through the performance management system and recommends career development opportunities.
- Establishes systems to foster teamwork and provides leadership through objective setting, delegation, and communication.
- Supervises and evaluates staff performance to ensure consistency with work plans.
- Ensures employee needs are identified and addressed, including training and development.
- Participates in disciplinary proceedings, staff recruitment, and the review of recommendations for transfers, promotions, terminations, and leave benefits.
- Approves vacation, sick, and department leave for staff and participates in the administration of staff benefits.
- Provides staff with appropriate resources to undertake their duties efficiently and effectively.
- Conducts monthly and ad hoc staff meetings.

Documentation/Records Management and Information Access Services

- Collaborates with the Director, Documentation/Information & Access Services to develop strategies for managing access to information requests, addressing complex and conflicting interests.
- Assists in planning, developing, and establishing policies and procedures, and formulating goals and objectives to ensure effective delivery of information services.
- Oversees the provision of public access to records/information in compliance with legislative requirements such as the Access to Information Act.
- Ensures efficient documentation and preservation of official records in the Ministry's custody.
- Collaborates with the Director, Documentation/Information & Access Services to maintain effective document/records storage and retrieval systems.



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- Ensures appropriate facilities and resources are provided to meet the Ministry's research, record-keeping, and information retrieval needs.
- Develops plans for modernizing records management, including digitization of records.
- Establishes performance measurement mechanisms for the Records Management System(s) to assess efficiency and cost-effectiveness.
- Manages the development and maintenance of efficient records management systems, including Registry operations.
- Ensures the library is well-equipped, user-friendly, and accessible to the public.

Corporate Communications & Information Technology

- Oversees the provision of an effective corporate communications public relations and education machinery for the Ministry and Political Directorate.
- Ensures that appropriate communication and knowledge management systems are in place to facilitate the dissemination of accurate and timely information within the Ministry; to its associated agencies and to the media/public.
- Ensures the provision of leadership and guidance to all units, departments and divisions within the Ministry on communication and public affairs matters.
- To oversee the provision of Information Technology Systems to transform and modernize the operations of the Ministry.
- Ensures the development and implementation of an Information Systems strategy for the Ministry.
- Promotes the use of Information Technology as an agent to transform and modernize the Ministry's operations and strategies.
- Ensures the design and development of new enabling technologies to support key initiatives that cut across the Ministry and its Departments.

Systems Information & Technology

- Provides advice and guidance on the development of Management Information Systems policies and procedures, based on research, for the efficient and effective functioning of the Ministry in keeping with the GOJ MIS policies.
- Ensures that the Ministry's ICT policies and procedures are current.
- Ensures the provision of an integrated information system that facilitates effective delivery of service to all levels of the organization.
- Ensures the continuous review and evaluation of business processes and ensures the provision of cost effective and realistic information technology solutions where necessary to maximize efficiencies throughout the Ministry of Industry, Investment and Commerce and its external departments and agencies.
- Collaborates with the Director, Systems Information and Technology in coordinating the purchase of new equipment.



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- Collaborates with the Director, Systems Information and Technology in ensuring the development and implementation of a comprehensive maintenance programme for all Information Technology equipment.
- Lead the development and management of shared ICT services to support the Ministry, including detailed cost analysis (set-up, learning & development, technology enablement, staffing, transition, data migration/integration), and a clear implementation plan.
- Lead the design and delivery of training and capacity-building programs to ensure staff can effectively utilize new technologies and systems. This includes developing training materials and evaluating training effectiveness.
- Lead the development and execution of a comprehensive change management strategy to facilitate the smooth adoption of new ICT systems and processes, addressing user concerns and minimizing disruption. This includes communication plans and stakeholder engagement.
- Lead the digitalization of operational processes, streamlining workflows, automating tasks, and enhancing efficiency through digital tools and platforms. This includes process analysis and redesign.
- Lead the implementation of systems and processes to improve communication and data sharing across the Ministry and its departments and agencies, ensuring seamless information flow and collaboration. This includes evaluating and selecting appropriate collaboration tools.
- Lead the implementation of self-service platforms for common tasks and develop performance management platforms to track individual and team performance, leveraging data analytics and reporting.
- Lead the implementation of document and knowledge management solutions to capture, organize, and share institutional knowledge effectively, enabling better decision-making and collaboration.
- Lead the development and implementation of data analytics and reporting capabilities to provide insights into operational performance, identify trends, and support strategic decision-making. This includes defining data requirements and developing reports.
- Lead the implementation of workflow and process automation tools to streamline operations, reduce manual effort, and improve efficiency. This includes process mapping and automation implementation.

Procurement

- Oversees the administration of the procurement function ensuring compliance with Government guidelines.
- Ensures that submissions to the Procurement Committee conform to the approved policies and procedures, and that client Divisions are promptly informed of the decisions of the Committee.
- Directs the preparation of contracts Awards Reports for submission to the Permanent Secretary.



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- Periodically coordinates reviews of the procurement process along with the Director, Public Procurement, to ensure that appropriate systems are in place to minimize waste and provide value for money.

Policy Advice

- Provides policy interpretation, guidance/advice to the Permanent Secretary and Unit and Division Managers/Directors to ensure effective co-ordination of the ministry's functions and compliance with/adherence to existing Public Service regulations/policies.
- Oversees the development and implementation of modernized corporate policies and services and ensures that they remain responsive to the changing needs and requirements of the Ministry.
- Improves efficiency and ensures cost reduction by initiating innovation and or changes in internal management approaches, practices, systems, procedures and policies.
- Encourage compliance by sharing policy/procedural changes and other relevant issues with staff.
- Attends Public Accounts Committee meetings and budget debates at the Ministry of Finance and other relevant events/meetings when required.
- Provides leadership and advice on the Human Resource Executive Committee in relation to the delegated functions of the Ministry.
- Leads/participates in cross-functional groups/teams as required.
- Establishes and maintains a network of Human Resource Management and Administration practitioners in the Public and Private sectors as a means of information sharing and professional development.
- Periodically visits offices or entities (that are located off the main Ministry compound) to ensure that Corporate Services policies and practices are adhered to.
- Provides guidance to the Ministry's reporting agencies/entities/departments on Human Resource Management and Administration related matters.

Other Responsibilities

Performs any other duties relevant to the work of the Division or that may be reasonably assigned by the Permanent Secretary.

PERFORMANCE STANDARDS

- Objectives of the Corporate Services Division are achieved within agreed timeframes.
- Corporate/operational plans are developed and implemented within established guidelines and timeframes.
- Strategies developed, reviewed and available for all corporate functions implemented in a



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timely manner.

- Estimates of Expenditure to support corporate/operational plans are produced in accordance with the guidelines of the Ministry of Finance and Planning.
- Advice, guidance and technical support provided are sound, and in line with the government's priorities and direction.
- Sound systems, procedures and operating guidelines for all corporate services functions to effectively meet the Ministry's needs are developed and implemented in a timely manner and within the agreed timeframe.
- Ministries and Divisions Procurement Plan prepared within agreed time frame and in accordance with Government of Jamaica's Public Sector Procurement Policies and Procedures.
- Access to public records provided as prescribed in an appropriate manner.
- Reports prepared are accurate, comprehensive and submitted within an established timeframe.
- Resources of the Corporate Services Division are being managed effectively, and development plans in place for all staff.
- A positive environment established for human capital development through the promotion of ethics, core values and other initiatives.
- Satisfaction with the quality of the work environment and ancillary services provided.
- The Performance Management and Appraisal System is operating efficiently throughout the Ministry.
- Satisfaction with the level of security and transportation services provided.
- High ethical standards are maintained in the conduct of professional and personal business.

INTERNAL AND EXTERNAL CONTACTS

i) Internal Contacts

| Contact (Title) | Purpose of Communication |
|--|---|
| Permanent Secretary | Obtain/give advice, receive directives, and guidance, provide feedback. |
| Departments & assigned heads of agencies | Obtain/give advice, receive directives, and guidance, and provide feedback. |
| Divisional Heads | Collaborate, obtain and share information and provide feedback |



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| Contact (Title) | Purpose of Communication |
|---|---|
| Other members of staff in the Divisions | Discuss issues in relation to relevant activities |
| All Agencies and Departments | Collaborate, obtain and share information, discuss issues |

ii) External Contacts

| Contact | Purpose of Communication |
|-------------------------------------|---|
| Ministries/Departments/Agencies | Obtain/share information on critical insight in respect to relevant areas |
| Office of the Cabinet | Obtain documents of decisions and approval of policies and projects |
| Offices of the Services Commissions | Receive and provide information |
| Auditor General's Department | To respond to audit queries, receive and provide information |
| Corporate Managers in Agencies | Collaborate on corporate projects |
| External Consultants | To discuss terms of reference for studies and evaluate reports |

Authority

- Determine the budgetary requirements for the Division
- Approve disbursement of funds from the approved budgetary allocation to the Division
- Approve requisitions for goods and services in accordance with the Government's Procurement Guidelines
- Make recommendations to the Permanent Secretary on Corporate Services matters
- Recommend /implement changes to the Division's policies, operating systems and



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procedures

- Recommend staff movement and disciplinary action in accordance with established Human Resource Procedures
- Represent the Permanent Secretary at external meetings
- Appraise the performance of staff supervised
- Approve leave benefits

Required Competencies:

Core:

- Ability to communicate effectively in writing and orally
- Good human relations and interpersonal skills
- Strong decision-making and critical thinking skills
- Excellent leadership, networking and relationship-building skills
- Excellent skills in teamwork and cooperation
- Excellent analytical skills
- Excellent planning and time management skills
- Ability to negotiate and persuade
- Strong strategic visioning skills
- Strong goal/result orientation
- Keen listener
- Excellent integrity/ethics exercised in the performance of duties.

MINIMUM REQUIRED QUALIFICATIONS AND EXPERIENCE

- Master's degree in management/business administration/public administration/ public policy/human resource management and development or equivalent qualification.
- Eight (8) years related experience in the Public Sector, four (4) of which should be at the managerial level.
- A minimum of five (5) years related experience at a managerial level.
- Change Management Training
- Proven experience in managing change successfully.

SPECIAL CONDITIONS ASSOCIATED WITH JOB

Work will be conducted in an office equipped with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions. The incumbent will be exposed to dirt, dust, hot and humid conditions on project sites. Additionally,



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frequent intra island travel and extended working hours is required. May be required to travel internationally to attend conferences, seminars and meetings.

**Applications accompanied by resume should be submitted no later than
April 13, 2025 to:**

**The Permanent Secretary
Ministry of Industry, Investment & Commerce
4 St. Lucia Avenue, Kingston 5
Email: ps_office@miic.gov.jm**

Please note that we thank all applicants, however only those short-listed will be contacted.

Appendix 1

The Ministry provides a range of shared services to its external agencies, primarily focusing on core administrative, ICT and operational support. These services include:

- Solvency services are provided to most of the Ministry's departments and agencies, including the Anti-dumping & Subsidies Commission, FSPID, Hazardous Substances



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Regulatory Authority, JIPO, Office of the Government Trustee, and Office of the Supervisor of Insolvency.

- **Human Resources & Administration:** HR and administrative support, encompassing areas such as recruitment, payroll, and benefits management, is extended to the DCFS, FSPID, Office of the Government Trustee, Anti-Dumping and Subsidies Commission, and Office of the Supervisor of Insolvency.
- **Information and Communications Technology (ICT):** ICT support, including network management, software support, user support and other strategic direction to support network management to the DCFS and FSPID.
- **Office Management and General Services:** General office administration support, such as records management, facilities management, and procurement, is provided to the DCFS, FSPID, Office of the Government Trustee, and Office of the Supervisor of Insolvency.
- **Public Relations Support:** Public relations and communications assistance is available to the DCFS and FSPID.