



Ministry of Industry Investment & Commerce

Jamaica's **Business** Ministry

CAREER OPPORTUNITY

The Ministry of Industry, Investment and Commerce is inviting applications from suitable candidates to fill the post of CEO for the new merged entity of the Consumer Affairs Commission and the Fair Trading Commission. is close to completion, as such, the Ministry of Industry, Investment & Commerce invites applications.

1. JOB PURPOSE

Under the direction of the Board of Management, the Chief Executive Officer plays an integral role in the overall management of the Entity. In collaboration with the Board, the CEO establishes the vision, mission and values; and provides direction to the senior executives to align the vision to the strategic initiatives. The CEO leads the senior executives to adhere to the CPA and FCA Acts, supporting acts, regulations, guidelines and principles; and to ensure they are incorporated into strategies and daily operations for all employees and stakeholders. The CEO is expected to demonstrate commitment to high standards of ethical and business conduct.

2. KEY OUTPUTS

- Mission, vision & strategic planning initiatives developed, implemented and directed
- Policy advice & statements provided
- Legal & regulatory compliance overseen
- Strategic direction and oversight for functional areas provided
- Quality customer service principles established, implemented and directed
- Service Level Agreements (SLAs) for key business processes developed and implemented
- Corporate Communications and Public Education strategies overseen
- Financial Management and Procurement directed
- Risk Management mechanisms directed
- Governance, Business Conduct & Ethics established and maintained
- Technical guidance and representation provided
- Technical papers, reports correspondence and information prepared/ produced
- Strategic Corporate operational plans and budgets in place
- Annual/Quarterly/Monthly performance Reports prepared
- Individual work plans developed
- Staff Appraisals Conducted

3. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Provides technical and strategic advice to the Board of Directors in determining the (Entity's mission, vision, short and long-term goals;
- Provides technical advice to the Board of Directors in the monitoring and evaluating the Entity's relevancy to the Jamaican society; and the effectiveness of the Entity's programmes, strategies and services;
- Keeps the Board of Directors fully informed on the condition of the Entity and on all the important factors influencing it;
- In collaboration of the Board of Directors, leads the development and implementation of the Entity's Operational, Corporate Plans and Budgets; and report on the achievement of objectives contained in Plans and alignment to the Budget;



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- Provides policy advice to the Board of Directors and parent Ministry;

Legal and Regulatory Compliance

- Leads the design and implementation of mechanisms that ensures the adherence of all required legal and regulatory frameworks relating to the Entity; and monitors compliance with relevant laws and regulations;
- Drives the establishment, implementation and maintenance of effective compliance programmes for the Entity and all its stakeholders;
- Oversees the preparation of cases for Hearing by the relevant judicial or quasi-judicial body (the Entity's Tribunal);
- Reviews laws/regulations and policies pertaining to the operations of the Entity and formulates amendments in keeping with national priorities and international trends;
- Consults with the Chief Parliamentary Counsel with respect to drafting and passage of Regulations under the Consumer Protection and Fair Trading Acts;

General Administration

- Provides general oversight and direction of all functional areas of the Entity, including the smooth and efficient day-to-day management of operations;
- Supervises senior management and the discharge of their responsibilities;
- Delegates duties and responsibilities to senior management as necessary and appropriate for the effective operation of the business of the Entity;
- Leads the development and implementation of standards and controls, systems, procedures, and regular evaluation to support service quality and organizational stability.
- Reports to the Board of Directors and act as a liaison between senior management and the Board;
- Designs, implements and modifies tools to evaluate management operations and financial performance and report to the Board of Directors on such results;
- Establishes, implements and evaluates quality customer service principles, standards and measurements for the Entity;
- Leads mechanisms that identifies and incorporates the interests and needs of stakeholders in business process design;
- Confers with persons complaining of anticompetitive commercial practices, respondents and other interested persons, as considered appropriate;
- Confers with members of industries, consumer groups and other relevant stakeholders to develop industry guidelines and inform policy approaches to facilitating a competitive environment;
- Liaises with the political directorate, government ministries/departments and international institutions such as Consumers International, the Federal Trade Commission (FTC), Caricom and other local private and non-governmental organizations to secure logistical and financial support for programmes and projects;
- Ensures that the organisation's systems, processes, policies and programmes respond to stakeholder needs;
- Oversees strategic leadership and direction to the Corporate Communications and Public Education function, enabling the provision of high-quality media, communications, marketing, publications and social media.
- Oversees the development and implementation of Service Level Agreements (SLAs) for all business processes of the Entity both internally and externally;
- Designs and implements mechanisms to foster strategic partnerships with critical public sector bodies including, the Bureau of Standards, STATIN, Companies Office of Jamaica,



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etc.;

- Keeps abreast of international best practices in Consumer Protection and Competition with a view to improving the effectiveness of the Entity in achieving its objectives;

Financial Management and Procurement

- Ensures the maintenance and reporting of appropriate standards for all financial management activities, audit and regulatory requirements in accordance with the FAA Act and financial management standards;
- Provides leadership in developing and implementing the procurement strategies for the Entity;

Risk Management

- Leads the overall management of the material risks of the Entity and for integrating consideration of these risks into all aspects of the Entity's core business;
- Leads the definition of the Entity's risk appetite including the level and type of risks the Entity is willing to take in achieving its strategic objectives;
- Provides the Board of Directors with reports regarding business and operational material risks and the implementation of systems to manage these risks;
- Guides the development, implementation and revision of internal, financial, non-financial and business controls and information systems;

Governance, Business Conduct and Ethics

- Guides the development, monitoring and management of an effective governance framework throughout the Entity;
- Models behaviours reflecting the highest level of business, personal integrity and values, through compliance with the Code of Conduct and Ethical Guidelines and holding others accountable for the same;
- Implements and maintains systems that encourages a positive and ethical work climate that is conducive to attracting, retaining and motivating top-quality employees at all levels;

Management/Administrative Responsibilities

- Leads the development of the strategic, business and operational plans and associated budget of the Entity ensuring alignment with government policy priorities;
- Oversees and ensures effective implementation of planned initiatives taking corrective action where necessary to enable the achievement of intended outputs and outcomes;
- Monitors the resources of the Entity to ensure optimal utilization, cost efficiency and value-added results;
- Represents the Entity at meetings, conferences and other fora as needed;
- Leads the development, implementation and maintenance of operating procedures, tools and best practice frameworks to guide the work of the Entity;
- Holds regular management meetings with the Senior Executives of Entity to discuss developments in the Entity, build teamwork, and develop synergy through shared information.



Human Resource Responsibilities

- Provides leadership to staff through effective objective setting, delegation and communication;
- Ensures that direct reports and staff are kept fully abreast of GOJ's goals and priorities with regards to Consumer Protection, Competition and related issues;
- Manages the welfare and development of staff in the Entity through the preparation of performance appraisals and recommendations for required training and development programmes;
- Recommends appointments, training, incentive arrangements and disciplinary action for staff supervised in keeping with established human resource policies;
- Provides guidance to staff through coaching, mentoring and training, providing assistance and support as needed;
- Ensures that staff is aware of and adhere to the policies procedures and regulations of the Entity and the Ministry;
- Ensures that training and other needs of employees are adequately identified and addressed;
- Ensures that clearly defined values and attitude are in place that fosters a culture of teamwork, employee empowerment, commitment to quality service delivery and creates an environment that is conducive to continuous learning.

Other Responsibilities

- Performs all other related duties and functions as may be required from time to time.

4. PERFORMANCE STANDARDS

- Mission, vision & strategic planning initiatives developed, implemented and managed in accordance with established standards and within agreed timeframe;
- Policy advice & statements provided are accurate and timely;
- Legal & regulatory compliance overseen in keeping with legislative parameters and timeframe;
- Strategic direction and oversight for the Entity's functional areas provided in accordance with established standards and timeframes;
- Quality customer service principles established, implemented and managed in keeping with best practices and agreed timeframes;
- Service Level Agreements (SLAs) for the Entity's business processes developed and implemented in accordance with established standards and timeframes;
- Corporate Communications strategies overseen are robust and implemented in keeping with industry standards and timeframes;
- Financial Management and Procurement directed in accordance with the relevant GOJ legislative frameworks and timeframes;
- Risk Management mechanisms directed in keeping with best practices and agreed timeframes;
- Governance, Business Conduct & Ethics established and maintained according to agreed standards and timeframes;
- Technical guidance and representation provided are evidence-based and delivered in agreed timeframes;
- Accurate Annual/Quarterly/Monthly performance Reports provided in accordance to established standards and within agreed timeframe;
- Individual Work Plans developed in conformity to established standards and within

agreed timeframe;

- Staff Appraisals completed and submitted in accordance to agreed timeframe and standards;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

5. **AUTHORITY**

- Recommends policy changes concerning Consumer Protection and Competition;
- Provides technical advice to the Board of Directors, Minister and Permanent Secretary;
- Approves expenditure within budgetary limits;
- Enters into contacts and other agreements in accordance with body corporate frameworks;
- Manages human capital and welfare matters (staff hiring, promotion and transfer; coaching/mentoring; leave and training approval; disciplinary actions; etc.)

6. **INTERNAL AND EXTERNAL CONTACTS** (specify purpose of significant contacts)

Internal Contacts

Contact	Purpose
Board of Management	Policy/programme development and implementation
All Divisions	Performance Management Providing advice/guidance Collaboration in carrying out work

External Contacts

Contact	Purpose
MIIC	Policy direction/support/organizational procedures etc. Budgetary allocations
Ministry of Finance and the Public Service	Policy advice/directions/collaboration Budgetary requests/allocation Staff remuneration, motor vehicle concession, organization structure and staffing, and other staff related matters
Office of the Cabinet	PMAS
Chief Parliamentary Council	Drafting and passage of regulations
External Auditors	Matters relating to auditing of the Commission
Government and Non-Governmental Agencies, Regional and Intl. agencies	Support for programmes and inter-agency collaboration
Media Houses	Dissemination of Consumer Protection and Competition Information
Manufacturers and Suppliers	Collaboration and Information Exchange

7. REQUIRED COMPETENCIES

Core

- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem solving skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical

- Excellent leadership and people management skills
- Possess logical problem-solving skills and the ability to manage strategically
- Ability to exercise initiative and sound judgment
- Proficient knowledge of the Jamaican legal framework;
- Excellent analytical skills to analyse and summarize data in a meaningful manner for facilitating executive decision making
- Comprehensive knowledge of GOJ operations and of public sector issues.
- Sound knowledge and experience in Consumer Protection and Competition issues
- Sound knowledge of global developments, contemporary practices and trends in Consumer Protection and Competition
- Good knowledge of legislation, regulations and established policies governing Financial Management and Human Resources in the public service (include Staff Orders, Public Service Regulations, HR Manuals, FAA Act, etc.).

8. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Master's Degree in Management Studies, Public/Business Administration, Financial Management, Law, Economics or related social sciences;
- Advanced training in Leadership and Change Management would be an asset;
- Ten (10) years' experience in a Strategic Leadership and Customer-Centric environment, with at least five (5) years in a senior role in the Public/Private Sector.

9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Work will be conducted in an office outfitted 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. May be required to travel locally and internationally to attend conferences, seminars and meetings

**Applications accompanied by resume should be submitted no later than
July 18, 2025 to:**

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

We thank all candidates for responding, however only short-listed applicants will be contacted.