



# Ministry of Industry Investment & Commerce

Jamaica's **Business** Ministry

April 7, 2026

## CAREER OPPORTUNITY

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

### SENIOR DIRECTOR ISO QUALITY SYSTEMS DIVISION (GMG/SEG 5) – VACANT

*Salary: \$7,716,512 per annum*

#### **JOB PURPOSE**

Under the general direction of the Principal Director, the Senior Director is responsible for coordinating, managing and leading the implementation of the ISO 9001 Management System across the public sector aimed at creating a more customer friendly, professional, accountable, technologically modern civil service.

There is the requirement to develop systems and procedures for special projects, direct and manage technical assistance arrangements and private consultancies and also to formulate technical papers and to provide expert, authoritative technical advice to the Hon Minister, P.S, Chief Technical Director, Principal Director.

#### **KEY OUTPUTS**

- Quality Management System processes are established, implemented and maintained.
- Effective policies, submissions, briefs and technical papers developed, monitored and reviewed.
- Standards and guidelines developed, monitoring and evaluation reports analysed.
- Quality standards, Implementation and Maintenance Schedule developed.
- Compliance reviews, risk assessments and inspections conducted and monitored and report on findings finalized.
- Seminars, meetings and training sessions coordinated and presentations made.
- Relationships and strong linkages with stakeholders developed and fostered.
- ISO Implementation team established.
- Strategic, operational, corporate plans, budgets and cash flows prepared and monitored.
- Gap audits conducted and recommendations made.
- ISO Certification Plan developed, implemented and reviewed.
- Documentation and database developed, instituted and updated.

- Progress reports summarized and submitted to the Principal Director with recommendations for future action.
- Clearly articulated performance targets set and achieved.
- Surveys, studies, project proposals and special programmes and initiatives prepared and implemented.
- Expert technical advice provided, scheduled reports and reports with detailed analysis developed and submitted.
- Accurate and well written technical papers, publications, briefs, submissions and reports prepared and submitted on time.
- Performance and technical reports completed and submitted.
- Efficient and productive, trained and empowered ISO team.
- Consultancies and professional services assessed, consultants managed and appraised.

### **KEY RESPONSIBILITIES:**

#### **Management and Administrative Responsibilities**

- Participates in the development of the strategic direction of the Ministry and leads the development and implementation of operational, strategic, corporate and business plans, budgets and cash flows relating to ISO Quality Systems.
- Provides technical advice to the P.S, Chief Technical Director, Principal Director, internal and external stakeholders on ISO Quality issues and prepares technical papers as required.
- Consistently reviews local, regional and international trends and makes recommendations for policy review and adjustments to maintain currency and relevance to the strategic objectives of the Ministry.
- Establishes priorities for ISO QS implementation and provides the leadership, strategic direction and overall vision in guiding the work of a specialised team.
- Examines reports submitted by officers, advising on courses of action to be taken, formulates recommendations and direction for implementation.
- Participates in the Ministry's strategic and corporate planning processes and in the preparation of the annual budget; prepares the operational plan and budget and provides advice on priority programmes related to Quality Systems activities to be pursued during the financial year.
- Ensures that policies and programmes or initiatives are administered in a way to achieve set targets as well as monitor ISO certified entities for robustness and compliance to Quality standards.
- Provides guidance and support to the Hon. Minister, Permanent Secretary, Chief Technical Director, Principal Director and other directors on Quality Systems related matters such as the formulation of policies, implementation strategies, programmes and standards to foster business development.
- Liaises with other agencies and ministry officials, representatives of the private sector, standards organisations, tertiary institutions, non-government organizations, regional and international agencies to achieve objectives.

- Represents the Ministry at local, regional and international meetings and conferences and other fora as requested.

### **Technical/Professional Responsibilities**

- Develops, in collaboration with the Principal Director, targets, objectives, activities, systems and procedures for the effective management of the Division.
- Develops and leads effective strategies for developing, planning and implementing the ISO Quality Systems throughout the public service.
- Develops quality assurance plans, oversees hazard analyses, identification of critical control points and preventative measures, determination of critical limits, monitoring procedures, corrective actions and verification procedures.
- Reviews laws, regulations and guidelines impacting the ISO Quality Systems implementation and recommends changes as necessary.
- Evaluates activities and achievements to date, identifying areas of strengths to build on and weaknesses and proposes corrections and analyses current policies, processes and methods of operation for quality, efficiency and cost considerations and recommends opportunities for continuous improvements.
- Designs and creates relevant models to guide decision making around operational efficiency.
- Keeps abreast of trends and developments and best practices in the field and acts as a catalyst for change and transformation.
- Oversees the coordination, development and delivery of meetings, consultations and information sessions with agency heads to negotiate and convince management of the wisdom of becoming ISO certified.
- Works with agency to formulate appropriate guidelines and procedures and to establish an ISO Implementation team to champion the process.
- Prepares draft ISO Certification Plan for the agency and liaises with staff to obtain commitment.
- Conducts Gap Audits and makes recommendations and analyses and writes reports.
- Oversees the development of detailed Implementation Schedule comprising action plan and time frame etc.
- Oversees the provision of consultancy services and technical support and monitors and takes necessary action as required.
- Reviews and evaluates reports on projects and programmes and provides feedback on direction.
- Investigates complaints, delays, reports on issues, identifies conflicts and implements or recommends corrective action.
- Provides guidance/advice to the Honourable Minister, Permanent Secretary, Chief Technical Director, Principal Director and other managers and stakeholders on matters related to Quality Standards adoption and compliance.

- Develops and maintains appropriate partnerships with ministry and agency heads, private sector representatives and a variety of other stakeholders on quality standards implementation and generally on standards related issues.
- Informs and educates stakeholders on the objectives and targets of the Division and participates in the promotion and marketing activities to position the services and functions.
- Analyses and researches ISO Quality Systems data from a variety of sources and writes and develops proposals and plans to accelerate efficiency, including productivity methodologies, data collection, protocols, assessments, analyses, evaluations and reporting.
- Represents the Ministry at local and international meetings, conferences and other fora and presenting papers as required.
- Maintains professional and technical knowledge by attending educational conferences and workshops, reviewing professional publications, establishing personal networks, benchmarking state of the art practices and participating in professional societies.
- Acts as a resource person for technical knowledge.

#### **Human Resource Responsibilities:**

- Establishes performance standards to improve operations and delegates cases according to their complexity.
- Determines priorities, delegates assignments and provides technical guidance to staff.
- Provides effective leadership to staff and evaluates performance of direct reports.
- Manages the welfare and development of staff and makes recommendations for required training and development programmes.
- Participates in the recruitment of staff and develops a coaching and mentoring programme to strengthen performance of staff.
- Recommends appointments, training, incentive arrangements and disciplinary action for staff.
- Collaborates with the Chief Technical Director and Principal Director on the succession positioning of staff.
- Ensures that the ISO Quality Systems team is knowledgeable and aware of critical policies, policy guidelines, procedures and regulations.

#### **Other Responsibilities:**

- Plans and implements studies or investigations for special projects.
- Performs any other related duties that may be assigned from time to time.

#### **PERFORMANCE CRITERIA**

- Surveys, studies and project proposals developed and submitted on time and in required format.

- Implementation and maintenance schedules are comprehensive and submitted within agreed time frame.
- Budgets, corporate, strategic and operational plans are developed and implemented within established guidelines and time frames.
- Cost effective, appropriate and timely responses to resolve technical problems.
- Programmes, presentations and training programmes delivered in keeping with aims and objectives of GOJ policies.
- Advice to the Hon. Minister, P.S. and Chief Technical Director, Principal Director based on highly analysed and well researched facts.
- Clients are satisfied with the level and quality of support received.
- Sustainable ISO QS decisions and assessments taken within stated periods and according to Government policies and guidelines.
- Work output is maintained consistent with established standards and targets.
- Promotion of effective ISO Quality Systems policies, programmes and projects.
- Excellent coordination and effective working relations with representatives of the agencies across the public sector and national, regional and international organizations.
- Thorough, timely, technical advice and technical reports accurately provided and formulated within the agreed time frame.
- Projects and programmes developed and implemented within the agreed time frame and guidelines.
- Technical advice and guidance provided in a timely manner and to a high standard.
- Performance Management Reports are accurately prepared in accordance with guidelines.
- Timely and effective communication of information and recommendations.
- Professionalism, confidentiality and integrity are displayed in the conduct of duties.

## **KEY COMPETENCIES**

### **Core**

- Excellent communication and organizing skills.
- Strong leadership and management skills.
- Excellent customer relations, negotiating and people management skills.
- Sound personal and professional integrity.
- Ability to plan and organize effectively in a complex environment.
- Ability to build and maintain strong linkages with stakeholders in other government, private, regional and international agencies.

### **Technical**

- Ability to lead and manage change initiatives.
- Excellent financial and analytical skills.
- Proficiency in the use of relevant computer applications.
- Thorough knowledge of the operations of Government
- Specialised training in ISO Quality systems

### **MINIMUM REQUIRED QUALIFICATIONS AND EDUCATION**

- Post graduate degree in Management/Business Administration, Public Sector Management or related discipline
- At least Ten (10) years' experience at a managerial level, of which five (5) years must be at a senior management level.

### **AUTHORITY**

- Recommends employment of staff in the division.
- Recommends leave, disciplinary action, promotions and other HR actions.
- Approves technical papers, briefs, submissions and a plethora of reports submitted by officers for ministerial attention.
- Sets parameters for project proposals.
- Recommends whether to pursue issues at the national level.
- Approves expenditure within assigned limits.

### **SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

Typical office environment, no adverse working conditions, willingness to travel both locally and internationally.

**Applications accompanied by resume should be submitted no later than  
April 10, 2026 to:**

**The Director, Human Resource Management and Development  
Ministry of Industry, Investment & Commerce  
4 St. Lucia Avenue, Kingston 5  
Email: [hrm@miic.gov.jm](mailto:hrm@miic.gov.jm)**

**We appreciate your responses; however only short-listed applicants will be contacted.**

