

Accountant General's Department



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Job Description & Specification

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Human  
Resource  
Development  
Officer

Public Building West, King Street, Kingston, Jamaica

## JOB DESCRIPTION

**Job Title:** Human Resource Development Officer

**Post Number:** 68858

**Job Grade/Level:** GMG/AM 4

**Division:** The Accountant General's Department – A Department of the Ministry of Finance and the Public Service

**Reports to:** Director, Human Resource Development

**Direct Reports:** N/A

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This Job Description has been approved by the Accountant General and will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent. It is validated as an accurate and true description of the job as signified below:

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Accountant General

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Date

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Date received in Human Resource Unit

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Date created/revised

## 1. STRATEGIC OBJECTIVES

The Corporate Services Division is responsible for providing essential services to the other divisions to support the successful execution of the core Treasury functions of the Department. This Division has responsibility for human resource policies, procedures, and advice to guide management and staff; and to facilitate organizational development which includes the review and re-design of business processes. It is also responsible for capacity building including the hiring of staff and the facilitation of staff training and development for best fit, competence and high performance. The Division is also responsible for effective employee and industrial relations, a comfortable work place and facilities, and occupational health and safety. It facilitates the establishment of an accountability framework for the Department to include organizational risk analysis, strategic planning, and performance management; and provides customers and stakeholders with high quality information and service. The Division manages the finances of the Department, which includes procurement management.

This Division operates on the authority of the Financial Administration and Audit Act, the Public Service Regulations 1961, the Public Sector Staff Orders 2004, the Official Secrets Act, the Access to Information Act, the Corruption Prevention Act, and various other enactments.

## 2. JOB PURPOSE

Reporting to the Training and Development Manager, the Training Officer is responsible for assisting with the execution of training and development programme(s) for staff, to facilitate adequate staff capacity, best fit, competence, and high performance which supports the achievement of the strategic objectives of the Department.

### **Summary of the broad purpose of the position in relation to Government's goals and strategies:**

- To assist with the implementation of Training and Development Policy and Plans in keeping with the Human Resource Policy, Staffing Orders for the Public Service and other regulations;
- To participate in the review of the AGD's Competency Framework (staff core and technical competencies);
- To participate in the conduct of Training Needs Assessment and identification of competency/skill gaps for required intervention, in collaboration with the respective Heads of Divisions and Units, and Supervisors;
- To assist in the development, implementation and review of Training and Development initiatives that are in alignment with the strategic objectives of the AGD – to include orientation (policies, procedures, and regulations), technical training, train-the-trainer, change management, etc.

- To participate in the development, execution, monitoring and evaluation of the AGD's Succession Plan and prepares progress reports;
- To provide administrative support for training and development initiatives;
- To maintain the relevant database to include current employee qualification and training information.

### **3. KEY OUTPUTS**

- Recommendations for review of Competency Framework and Succession Plan;
- Approved Succession Plan implemented, monitored and evaluated;
- Training Needs Assessment prepared based on Competency Framework and Succession Plan;
- Approved development initiatives related to the Succession Plan are prepared and implemented;
- Training manuals and other related material prepared/updated;
- Pre and/or post course and development evaluations are conducted and reports prepared;
- Training records are maintained;
- Employees are coached and counselled as a part of professional development;
- Orientation programmes are designed, coordinated and implemented.

### **4. KEY RESPONSIBILITIES**

#### ***Technical***

- Participates in the development/review and execution of the Annual Staff Training and Development Plan and Programmes, Succession Plan and Change Management Plan to build capacity of employees in key competencies, in alignment with, and in support of the achievement of the strategic objectives of the Department.
- Participates in and facilitates the conduct of training and development needs assessment as required, including the identification of skills/competencies gaps – to inform development of T&D Plan and Programmes.
- Participates in the development of training and development initiatives in accordance with Human Resource Management strategy and Change Management plans.
- Coordinates the requisite Performance Management and Appraisal System (PMAS) training for management and staff.
- Coordinates the design, development and delivery of training interventions for select individuals and groups in accordance with approved plans.
- Assists in the assessment and recommendation of internal and external T&D courses/programmes for the development of an approved listing of training and development providers.
- Assists with the coordination, design, preparation and conduct of Training Impact Evaluations to measure transfer of learning and the effectiveness of the training programmes.

- Coordinates on-the-job learning interventions.
- Participates in the establishment of methods for measuring transfer of learning.
- Maintains training and development records.
- Provides administrative support for the processing of training and development benefits such as scholarships, study leave etc.
- Maintains training materials database.
- Prepares training and development reports.
- Monitors the use of training equipment and supplies.
- Assists in updating the Training and Development Standard Operating Procedures Manual.
- Assists with the preparation of the Training and Development Plan and Budget.
- Maintains effective working relations with external and internal stakeholders, including Training Institutions and clients, ensuring that the division provides a consistently high level of service.

#### Any Other Duties

- Any other related duty that may be assigned from time to time

#### **A. KEY PERFORMANCE INDICATORS**

The job is successfully performed when:

- Training and Development needs are identified and are consistent with the individual, position or organisation competency gaps.
- Recommended improvements to Current Competency Framework are consistent with the PMAS guidelines for the competency Framework and are aligned to the approved output focused job descriptions.
- Training and Development initiatives related to the Succession Plan are prepared, implemented, monitored and evaluated to ensure consistency with current and future competency requirements of the respective individual, position and the Department.
- Training manuals are current and comply with established standards.
- Pre and/or post course evaluations are prepared, conducted and reported in accordance with stipulated timelines.
- Training records are current/maintained in accordance with stipulated timelines and guidelines.

## 5. JOB SPECIFICATION:

### a. Qualification and Training

Essential:

- A Bachelor's Degree from a recognized institution in the disciplines of Human Resources Management; Human Resources Development or equivalent.

Desirable:

- Evidence of continuing professional development in Human Resources Management;
- Formal training in Adult Instruction/Facilitation.

### b. Essential Experience and Knowledge:

- At least 4 years of experience in Human Resource Management, with at least 2 years in a similar or related capacity.

### c. Competencies

The incumbent is expected to contribute to realizing the goals and objectives of the Department, in a highly dynamic environment. The following competencies are required for the effective performance of this job:

- **Managing the Client Interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high quality service.
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations.
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change, and to lead others through change and manage their concerns.
- **Strategic Vision:** The ability to develop a clear vision of the desired future state of the Department, demonstrate awareness of and or anticipate changing environmental trends, industry opportunities and threats/risks.
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including to effectively review policy issues, determine priorities, and set medium and long term goals.
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department are met in a consistent, effective and efficient manner.

- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors appropriate to the AGD’s business and social environment.
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility.
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives.
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions.
- **Collaboration and Team Work:** The ability to be a collaborative and an inspiring professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals.
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one- on- ones face- to- face, with excellent public speaking skills
- Ability to work effectively under pressure.

**6. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

**Work Environment** - Normal office conditions

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

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Name of Employee

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Supervisor

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date