

**JAMAICA NATIONAL HERITAGE TRUST**  
Job Description & Specification

<b>JOB TITLE :</b>	<b>SENIOR SECRETARY</b>		
<b>JOB CLASSIFICATION:</b>	<b>OPS/SS3</b>	<b>JOB CODE:</b>	<b>NTC-0042</b>
<b>DEPARTMENT:</b>	<b>Human Resource Management &amp; Development</b>		
<b>REPORTS TO:</b>	<b>Manager – Human Resource Management</b>		
<b>DIRECT SUPERVISION GIVEN TO:</b>	<b>Not Applicable</b>		
<b>AUTHORITY TO:</b>	Maintain close collaboration with internal and external stakeholders of the Division.		

**CONTEXT**

<b>JOB PURPOSE</b>	<p>The Senior Secretary to the Manager – Human Resources provides support and contribution with respect to the smooth operations and optimum output of the office.</p> <p>He or she provides general clerical, project based and office services to the Manager by implementing administrative policies and systems as well as their related procedures while ensuring that relevant organizational policies of the Jamaica National Heritage Trust (JNHT) are adhered to.</p> <p>The incumbent projects a professional image through in person and telephone interaction thereby upholding the JNHT's high standards of service delivery which is considered vital and deserving to stakeholders, employees and visitors.</p>
<b>SPECIAL CONDITION ASSOCIATED WITH THE JOB</b>	<ul style="list-style-type: none"> <li>• This is a typical office environment, with no adverse working conditions however, there can be pressure on a periodic basis.</li> <li>• Extended working hours can be expected.</li> </ul>

**AREAS OF RESPONSIBILITY**

<b>ACCOUNTABILITIES:</b>	<b>KEY ACTIVITIES</b>
<b>MANAGEMENT/ ADMINISTRATIVE RESPONSIBILITIES</b>	Not Applicable
<b>TECHNICAL &amp; PROFESSIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>• Receive, verify and record all incoming correspondence and deliver to the Manager highlighting those requiring immediate attention.</li> <li>• Determine the nature of enquiries and disseminate information and or advice within the scope of responsibilities or refer callers and or visitors to the relevant personnel as required.</li> <li>• Schedule appointments through consultation with the Manager as required.</li> <li>• Ensure that relevant Division information is circulated and signed off accordingly.</li> <li>• Take minutes for meetings as and when required, ensure that these minutes are</li> </ul>

	<p>devoid of errors and circulated within three (3) working days.</p> <ul style="list-style-type: none"> <li>• Make travel arrangements on behalf of the Manager for authorized trips.</li> <li>• Compose letters, memoranda and reports on behalf of the Manager and respond to routine correspondence.</li> <li>• Fax, scan, send emails, documents and correspondence as required.</li> <li>• Maintain an appropriate system to control and safe guard, confidential documents, files and reports.</li> <li>• Conduct research on related matters via the internet and other sources.</li> <li>• Liaise with employees of the various Divisions and Departments of the JNHT on related matters and activities. Follow-up on such matters to ensure speedy consideration and conclusion.</li> <li>• Proofread, edit, Photo copy and collate documents</li> <li>• File all documents on personal files, and any other correspondence.</li> <li>• Process all loan related documents such as salary advance, internal and external loan documents.</li> <li>• Log and dispatch all Departmental outgoing mails.</li> <li>• Request stationary for the department.</li> </ul>
<b>DEPARTMENTAL HUMAN RESOURCE RESPONSIBILITIES</b>	Not Applicable
<b>OTHER RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>• Perform any other job related function as assigned by the Manager</li> </ul>
<b>KEY RESULT AREAS/OUTPUT</b>	<ul style="list-style-type: none"> <li>• Office schedules and appointment diaries are maintained.</li> <li>• Reports are completed and delivered on time.</li> <li>• Messages are recorded and acted upon.</li> <li>• Letters and messages are prepared and dispatched within the required timeframe.</li> <li>• Meetings are arranged / informed and minutes are submitted within the agreed timeframe.</li> <li>• Travel arrangements are concluded suitably.</li> <li>• Protocol requirements are accorded as instructed.</li> </ul>

### MEASURES OF SUCCESS

<b>ACCOUNTABILITIES</b>	<b>KEY PERFORMANCE INDICATORS</b>
<b>PERFORMANCE MEASURES</b>	<ul style="list-style-type: none"> <li>• Tasks, research and assignments are completed in their entirety and in a timely manner.</li> <li>• Protocol requirements are implemented and followed accordingly.</li> </ul>

	<ul style="list-style-type: none"> <li>• Travel arrangements are concluded in a satisfactory manner.</li> <li>• Minutes for meetings are completed and circulated within the appropriate timeframe.</li> <li>• Confidentiality and integrity is exercised at all times.</li> <li>• Acceptable standards in record keeping, report preparation and memoranda are upheld.</li> </ul>
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### COMPETENCIES

FUNCTIONAL	DEFINITION
<b>REQUIRED SKILLS AND COMPETENCIES</b>	<ul style="list-style-type: none"> <li>• Is a competent user of personal computers with knowledge of relevant software applications.</li> <li>• Excellent interpersonal skills and able to work as part of a team.</li> <li>• Excellent verbal and written communications skills with time management skills.</li> <li>• Able to apply good judgement, exercise initiative and cope well under pressure</li> </ul>
<b>REQUIRED KNOWLEDGE SPECIFIC TO THE POSITION</b>	<ul style="list-style-type: none"> <li>• Basic knowledge on Human Resources Practices and Principles</li> <li>• Knowledge of Labour Laws</li> <li>• Knowledge of clerical and office procedures.</li> <li>• Knowledge of telephone and related protocols.</li> </ul>

### QUALIFICATION & EXPERIENCE

<b>QUALIFICATIONS:</b>	<ul style="list-style-type: none"> <li>• An Associate Degree in Business Administration, Management or equivalent.</li> <li>• Successful completion of the Certificate Administrative Management (CAM) or equivalent from an accredited school.</li> <li>• Two (2) years of related and progressive working experience preferably in a Human Resource environment.</li> </ul>
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### COMMUNICATION

LIAISE INTERNALLY	PURPOSE OF COMMUNICATION
Other Managers and Department Heads	Provide and request information
Other employees	Provide and request information
LIAISE EXTERNALLY	PURPOSE OF COMMUNICATION

	As Delegated
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