



Ministry of
Education & Youth

CAREER OPPORTUNITY



JOB TITLE:

DIRECTOR, EMPLOYEE RELATIONS AND BENEFIT (GMC/SEC 3) - VACANT EMPLOYEE RELATIONS AND BENEFIT SECTION CORPORATE SERVICES DIVISION

Under the general direction of the Senior Director, Human Resource Management and Development, the incumbent is responsible for interpreting, providing technical advice and guidance and administering government policies, regulations and guidelines concerned with industrial, employee benefits and welfare related matters for the Ministry. The incumbent will also be responsible for directing, managing and leading the work of the Employee Relations Section: identifying risks, evaluates and develops risk mitigation strategies and ensuring that the strategic goals and objectives are achieved in accordance of all guiding policies and regulations.

REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree in Management Studies, Human Resource Development/Management, Public Sector Management, Public/Business Administration, or a related discipline;
- Five (5) years' experience in a Human Resource Management with at least three (3) years in industrial relations;
- Training in Industrial Relations and Conflict Management would be an asset.

REMUNERTAIION PACAKAGE

Salary Scale: \$5,198,035.00 to \$6,990,779.00 per annum
(GMC/SEC 3) Salary Scale, Band 9





Ministry of
Education & Youth

FOR FURTHER INFORMATION, PLEASE CONTACT THE DIRECTOR, HUMAN RESOURCE MANAGEMENT AT EXT. 5883. INTERESTED PERSONS ARE INVITED TO SUBMIT APPLICATIONS WITH RÉSUMÉS NO LATER THAN THURSDAY, APRIL 2, 2026, TO THE ADDRESS PRESENTED BELOW.

DIRECTOR – HUMAN RESOURCE MANAGEMENT
MINISTRY OF EDUCATION, SKILLS, YOUTH & INFORMATION
2 -4 NATIONAL HEROES CIRCLE,
KINGSTON 4

WE THANK ALL APPLICANTS FOR EXPRESSING AN INTEREST; HOWEVER, ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.

[CLICK HERE TO APPLY](#)

HUMAN RESOURCE
MANAGEMENT



**MINISTRY OF EDUCATION, SKILLS, YOUTH & INFORMATION
CENTRAL MINISTRY
JOB DESCRIPTION AND SPECIFICATION**

JOB TITLE:	Director, Employee Relations & Benefits
JOB GRADE:	GMG/SEG 3
POST NUMBER:	
DIVISION:	Corporate Services
SECTION/UNIT:	Employee Relations & Benefits Section
REPORTS TO:	Senior Director, Human Resource Management and Development Branch
MANAGES:	Manager (Benefits Administration) Manager (Welfare) Administrator

Strategic Objectives of the Corporate Services Division

To provide the Central Ministry with support functions of human resource management and development, management information systems, procurement, documentation management and access to information, general administration, security, property management and administration, as well as to provide policy guidance and implementation support to educational entities.

Job Purpose:

Under the general direction of the Senior Director, Human Resource Management and Development, the incumbent is responsible for interpreting, providing technical advice and guidance and administering government policies, regulations and guidelines concerned with employee benefits and welfare related matters for the Ministry. The incumbent will also be responsible for directing, managing and leading the work of the Employee Relations Section: identifying risks, evaluates and develops risk mitigation strategies and ensuring that the strategic goals and objectives are achieved in accordance to all guiding policies and regulations.

Key Outputs:

- Annual Budget, Operational & Work Plans managed
- Occupational Health & Safety Act managed and implemented

- Advice, guidance and interpretation on and of government policies and guidelines available to the Ministry and its agencies
- Leave, Loans and Pension processes managed
- Employee social and recreational programmes developed and managed
- Health and wellbeing education programmes coordinated and managed
- Standardized accountability measures established, implemented & managed
- Recognition and reward programmes developed and implemented
- Routine and special reports prepared
- Investigations conducted
- Records Management System managed
- Staff coached and Performance Appraisals conducted

Key Responsibility Areas:

Technical/Professional Responsibilities:

- Manages the implementation of the procedures and policies outlined in the Occupational Safety and Health Act for all staff of the Ministry and promotes positive attitudes towards employee health, safety and wellbeing at work;
- Identifies risks associated with negotiations, Pension Processing, Staff Welfare and other sensitive Employee Relation matters and develops risk mitigation strategies;
- Reviews and provides direction in the revision of employee welfare programmes;
- Directs and coordinates the administration of health plans, leave, loans and timely processing of pensions benefits in accordance with prescribed laws and policies;
- Develops and implements a programme for staff separated or likely to be separated as a result of any re-organisation of the Ministry;
- Directs the research and preparation of briefs and arguments for claims submitted by unions/staff associations for improvements in salaries, wages, fringe benefits and other conditions of service issues
- Establishes, implements and manages standardized accountability measures to control the overall management of Employee Relations related matters and processes;
- Promotes the adoption of a consultation philosophy across the Ministry, as it concerns employee relations and staff welfare, by:
 - ensuring that effective and varied communication mechanisms are established, maintained and utilised in the dissemination of information concerning staff;
 - establishing and maintaining feedback mechanisms for staff;
 - promoting the dissemination of information concerning staff in timely and appropriate ways;
- Promotes measures which would seek to minimise risk of occupational injury and illness in the workplace; develops and maintains a database of workplace injuries to identify trends and makes recommendations to enhance safety in the workplace; commissions investigations on the causes of work related injuries and work related fatalities;
- Reviews and analyses recognition and reward programmes in collaboration with the Director- PMAS to ensure their sustained effectiveness; collaborates with the Director –HRM to analyse turnover and other issues related to motivation of staff to develop strategies which enhance employee relations;
- Develops and implements reward and recognition programmes in collaboration with Senior Management Team;
- Collaborates with the Director –HRD and other HRM&D staff in the implementation of health, safety and educational training programmes to promote best practice among staff of the Ministry;

- Uses the HRIS and any other relevant information system to produce reports and identify trends; ensures that trends in the workforce such as demographics are appropriately considered in the design and delivery of all employee relations programmes;
- Directs and manages interventions into conflict management ensuring that appropriate policies, procedures and laws are followed when meetings are convened;
- Manages a comprehensive Records Management System to aid proper filing and security of files and the ease of access of all files and documents;
- Performs other duties assigned by the Senior Director, Human Resource Management and Development.

Management/Administrative Responsibilities:

- Prepares and manages the Annual Budget, Operational & Work Plans for the Employee Relations & Benefits Section;
- Ensures that the work of the section is properly documented;
- Ensures that the staff adheres to the general rules and guidelines of the Staff Orders;
- Leads, prioritises and manages the day-to-day operation of the Unit to ensure the effective management of operations and that goals and objectives are being met;
- Ensures adherence to standard operating procedures and policies to maximize efficiency and work quality;
- Builds and maintains professional relationships with external and internal clients of the Ministry;
- Provides guidance to staff through coaching, mentoring and training, providing assistance and support as needed;
- Ensures that staff is aware and adheres to the policies, procedures and regulations of the Ministry of Education, Youth and Information;
- Identifies development programmes and makes recommendation for staff to attend such programmes;
- Ensures that the necessary tools, equipment and furniture is identified and provided for productive work
- Prepares periodic reports to the Senior Director of the Human Resource Management and Development Branch to provide regular updates on the goals and accomplishments of the Section;
- Keeps abreast of current and emerging employee relations trends and best practices and utilizes them for continuous improvement of the overall human capital development within the Ministry.
- Provides technical advice to the Senior Executive Management Team and other members of staff on industrial relation matters, staff benefits, pensions and staff welfare issues

Human Resource Responsibilities:

- Develops and manages the performance of the Section and its staff, including transferring skills, motivating staff through coaching and mentoring, arranging training, setting performance targets, monitoring performance providing feedback to staff and initiating corrective action where necessary to improve performance;
- Promotes the building of institutional knowledge for the Section by ensuring that established systems and procedures are documented and disseminated;
- Participates in the recruitment and selection of staff and recommends movement when appropriate;
- Recommends vacation leave and approves sick and departmental leave for staff in the Section;
- Recommends disciplinary action in keeping with established human resource policies;
- Reviews and approves individual work plans of direct reports of staff;
- Conducts monthly and other ad hoc staff meetings as required;
- Ensures that staff adheres to the policies and procedures of the Ministry;

- Ensures that staff is provided with adequate and appropriate physical resources to enable them to undertake their duties effectively and efficiently;
- Collaborates with managers of the Human Resource Management & Development Branch in developing and implementing a succession planning programme;
- Fosters teamwork, a harmonious working environment and promotes collaborative working relations;
- Conducts performance appraisals of staff supervised for required purpose and at required intervals;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching.

Performance Standards:

- Annual Budget, Work and Operational Plans are timely prepared and effectively managed;
- The Occupational Safety & Health Act properly managed and implemented to ensure the safety and well-being of staff;
- Advice, guidance and technical support provided to the Ministry are sound and in line with the government's priorities and direction;
- Employee relations and reward and recognition programmes are designed, and administered in a fair and equitable manner and support the strategic objectives of the Ministry;
- Accountability measures developed, implemented and managed are effective in accomplishing a comprehensive control of overall operations;
- Harmonious industrial relations climate is maintained;
- Grievance and disputes managed in accordance with laws and policies;
- The implementation of industrial relations decisions and human resource programmes/policies are timely;
- The administration of health plans, leave, loans and the processing of pensions benefits are efficiently and timely coordinated and managed in accordance with prescribed laws and policies;
- Staff welfare portfolio of activities is comprehensive and appropriately executed for all members of staff;
- Training and development needs of staff of the Section are identified and acted upon in a timely manner;
- Health and safety programmes are developed, implemented, monitored and evaluated on an on-going basis.
- Information relevant to staff is communicated in a timely and effective manner;
- Working relationships with stakeholders strengthened and maintained, and advice and guidance readily available to the Ministry and its Agencies;
- Activities of staff are supervised so as to ensure the efficient and effect delivery of services;
- Comprehensive periodic and special reports and are prepared and submitted in a timely manner and according to required format;
- Record-keeping and administrative systems are established and maintained that ensures the efficient and effective delivery of services, confidentiality, easy retrieval, safe custody and an audit trail;
- Performance Appraisals are conducted and submitted within the stipulated timeframe;
- Staff is managed and kept informed of all relevant information inclusive of new operational policies and procedures.

Internal and External Contacts (specify purpose of significant contacts):

Within the Ministry

Contact (Title)	Purpose of Communication
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Contact (Title)	Purpose of Communication
Directors in other Sections of the Division, Heads of Division, managers and supervisors in the Ministry	To obtain/share information and collaborate on work initiatives to drive the development of a performance culture.
Ministry Staff	To provide and obtain information
Internal Auditor	To provide information

Contacts external to the organisation required for the achievement of the position objectives

Contact (Title)	Purpose of Communication
Office of the Cabinet	To receive guidance and provide information
Office of the Services Commissions	To receive guidance and provide information
Ministry of Finance and the Public Service	To receive guidance and provide information from the Public Sector Employee Assistance Programme (EAP)
Unions/staff associations	To facilitate wage negotiations To enable the resolution of industrial relations matters To obtain input and collaborate in the development and implementation of programmes and initiatives
Industrial Dispute Tribunal	Re industrial related matters
External Auditor	To provide information
Occupational & Health practitioners	To receive guidance

Required Competencies:

Core:

- Integrity and confidentiality
- Ability to exercise sound judgment and conviction of purpose in unfavourable/unpopular situations
- Strong customer orientation skills
- Attention to detail
- Good mediation/conflict resolution skills;
- Ability to prioritize amongst conflicting demands
- Excellent HR/ People Management skills
- Ability to motivate and influence others
- Strong leadership skills
- Excellent interpersonal, oral and written communication skills
- Excellent critical thinking, analytical and problem solving skills

Technical:

- Excellent knowledge of the Labour Laws of Jamaica, the Public Service Regulations and the Staff Orders for the Public Service
- Excellent knowledge of employee benefits administration and related statutory regulations
- Practical knowledge of the applied use of information technology and productivity software, such as Microsoft Office and HRIS

Minimum Required Education and Experience:

- Bachelor's Degree in Management Studies, Human Resource Development/Management, Public Sector Management, Public/Business Administration, or a related discipline;
- Five (5) years' experience in a Human Resource Management environment in a large organisation, with at least three (3) years in a senior management capacity.
- Training in Occupational Health and Wellbeing would be an asset

Authority To:

- Access confidential information
- Conduct negotiations with unions and staff associations
- Authorized payments within prescribed limits
- Recommend disciplinary action
- Recommend vacation leave
- Approve sick and departmental leave
- Recommend, approve staff benefits within prescribe limits

Special Conditions Associated with the Job:

- Normal working conditions
- Required to travel locally and overseas
- Required to participate in meetings, retreats or staff functions outside of normal working hours
- Required to work beyond normal working hours under continuous stress to complete activities
- Required to possess a valid Driver's Licence and a reliable motor vehicle.