



Ministry of Education, Skills, Youth and Information

CAREER OPPORTUNITIES EMPLOYEE RELATIONS AND BENEFITS CORPORATE SERVICES DIVISION

JOB TITLE : MANAGER, BENEFITS ADMINISTRATION (GMG/SEG 2) VACANT

JOB PURPOSE:

Under the general direction of the Director, Employee Relations & Benefits, the Manager, Benefits Administration is responsible for overseeing the daily processing of benefits to include seniority allowance, qualification allowance, anniversary increment; loans & administers applications for duty concession. The incumbent is also responsible for managing pension benefits, including the determination of eligibility and the verification, processing and submission of related documentation to meet the welfare needs of members, former members and dependents.

REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree in Human Resource Management, Public Administration, Management Studies, or related discipline in Social Science
- Three (3) years' working experience in the related field
- Training in Supervisory Management would be an asset

REMUNERATION PACKAGE:

\$4,266,270.00 - \$5,737,658.00, Pay band 7 per annum





Ministry of Education, Skills, Youth and Information
CAREER OPPORTUNITIES

Interested persons are invited to submit applications and résumés addressed to the following no later than Friday, April 10, 2026:

Director - Human Resource Management
Ministry of Education, Skills, Youth & Information
2-4 National Heroes Circle,
Kingston 4

[Click here to apply.](#)

We thank all applicants for expressing an interest; however, only shortlisted candidates will be contacted.

The job description is attached.



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

JOB TITLE:	Manager, Benefits Administration
JOB GRADE:	GMG/SEG 2
POST NUMBER:	73649
DIVISION:	Corporate Services
SECTION/UNIT:	Employee Relations and Benefits
REPORTS TO:	Director, Employee Relations and Benefits
SUPERVISES:	Human Resource Officers x 6 (Benefits) Senior Human Resource Officer (Pensions) Administrative Assistant

Job Purpose:

Under the general direction of the Director, Employee Relations & Benefits, the Manager, Benefits Administration is responsible for overseeing the daily processing of benefits to include seniority allowance, qualification allowance, anniversary increment; loans & administers applications for duty concession. The incumbent is also responsible for managing pension benefits, including the determination of eligibility and the verification, processing and submission of related documentation to meet the welfare needs of members, former members and dependents.

Key Outputs:

- Annual Work Plan prepared
- Advice and guidance provided
- Staff records checked and verified
- Investigations on service (linkage) conducted
- Information for the processing of pensions, grants and gratuities researched/compiled
- Documentation and information relating to all benefits processed/submitted/followed-up

- Records on the administration of pensions maintained
- Health Cards applications monitored/verified
- Employment cards and period of Service Records monitored
- Staff performance monitored

Key Responsibility Areas:

Technical / Professional Responsibilities:

- Provides advice and guidance to the Ministry regarding terms of conditions relating to employee benefits and Pensions;
- Manages the processing of relevant files and ensures eligibility of staff for the following options:
 - Early retirement
 - Deferred Pension
 - Retirement on medical ground
 - Death Gratuity/Pension for spouse and children of pensionable age
- Guarantees that Officers complete Pension Elections and submit Birth and Marriage Certificates where appropriate;
- Supervises the submission requests for early retirement of Officers to the Office of the Services Commission (OSC) for approval;
- Verifies computed leave benefits and salary accuracy to safeguard accountability and minimizes possible errors;
- Monitors and verifies applications for all enrolment on Health Insurance Schemes;
- Monitors the preparation and updating of Service Records and Employment Cards for all employees;
- Manages the submission of documents to the Human Resource Branch, the Ministry of Finance and the Public Service (MoF&PS) and the Accountant General's Department in respect of , study leave, duty concession and salary advances;
- Checks and verifies personnel files for eligibility in respect of anniversary increment, qualification and seniority allowance for payment;
- Checks and signs Minutes Sheets in respect of vacation, special, sick, maternity and accumulation of leave;
- Requests and ensures receipt of verification of salaries and indebtedness forms from the Auditors for each retiree;
- Submits pension documents to the Ministry of Finance and the Public Service to facilitate timely payment of pension and make periodic checks to ensure payment is effected;
- Ensures letters of resignation is attached for a Deferred Pension;
- Submits medical report to the Ministry of Health for persons retiring on medical grounds in order to obtain approval;
- Advises officers of amendment to leave entitlement;
- Obtains Death Certificate and other relevant documents for deceased and prepares payments for:

- Funeral Grant
- Death Gratuity and pension to spouse and/or children of pensionable age
- Any other duties that may be assigned from time to time.

Management/Administrative Responsibilities:

- Prepares and implements the Budget, Operational & Work Plans for the Benefits Administration Unit;
- Advises and updates the Director on key areas of responsibilities,
- Leads, prioritizes and monitors 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;
- Plans, directs, supervises and coordinates work activities of subordinates and staff relating to areas of responsibility;
- Ensures the maintenance of a database of documentation and information on Benefit Administration matters, electronic and paper base, to facilitate confidentiality, easy retrieval, safe custody and an audit trail;
- 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 and submits periodic reports the Director, Employee Relations and Benefits.

HR Responsibilities:

- Provides leadership to staff through effective objective/goal setting, delegation, and communication;
- Monitors the routine operations of the Unit and oversees and participates in the review and evaluation of the work of staff members;
- Identifies and manages the developmental and welfare needs of staff in the Unit;
- Conducts performance appraisal of staff as required, quarterly and annually;
- Fosters teamwork, a harmonious working environment and promote collaborative working across Divisions/Units;
- Ensures that training and other development needs of employees are adequately identified and addressed;
- Promotes the building of institutional knowledge for the Unit by ensuring that established systems and procedures are documented and disseminated;
- Recommends vacation leave and approves sick and departmental leaves for staff in the Unit and participates in the administration of staff benefits in keeping with established human resource policies;
- Recommends disciplinary action in keeping with established human resource policies;
- Conducts staff meetings as required;
- Ensures that staff adhere to the policies and procedures of the Ministry and the Unit;
- Ensures that staff is provided with adequate and appropriate physical resources to enable them to undertake their duties efficiently and effectively.

Performance Standards:

- Advice and guidance given are sound and based on a thorough knowledge of and correct interpretation of the relevant laws, regulations, guidelines, policies, procedures, terms and conditions of employment and best practices;
- A comprehensive assessment on the eligibility of staff for pensions and the verification of related records, salaries and indebtedness are thorough, complete and accurate;
- Advice to Officers on leave eligibility and preliminary retirement date are effected in a timely manner
- Investigations regarding information on service (linkage) is thorough and complete;
- Information for the processing of pensions, grants, gratuities and other benefits is compiled and submitted in a timely manner and is accurate and complete;
- Processing and submission of documents relating to the payment of pensions is effected in a timely and efficient manner and follow-up action taken;
- Accurate, complete and up-to-date documentation on the administration of pensions is maintained;
- Performance of staff managed on an on-going and timely basis by establishing performance objectives, monitoring performance, providing feedback and initiating corrective action;
- Reports are thorough and prepared and submitted in a timely manner.

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

Internal Contacts

Contact (Title)	Purpose of Communication
Unit Heads	To request Information Re: Performance Evaluation
All members of Staff	To advise staff re benefits
Payables & Payroll Branch	Note retirement date, all salary information
MIS & Facilities Units	Re machinery for carrying out duties
Personnel & Leave Sections	Re leave & Service records for Officers
Internal Audit	Verify Salary & Indebtedness

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

Contact (Title)	Purpose of Communication
Ministry of Finance & Public Service	To provide/receive information on Motor Vehicle, Computer, Miscellaneous and Tertiary Loans & duty Concession
Accountant General's Department	To provide /receive information on Salary Advance, Motor Vehicle Insurance & on retirement
Health Insurance Providers	To obtain information re: health plan & benefits
Office of the Services Commissions	Obtain approval for late or early retirement
Jamaica Civil Service Mutual Thrift Society	Check on Indebtedness
Administrator General's Department	Re Estate of deceased
Attorney General's Department	For interpretation of Laws
Ministry of Health & other organizations relevant	Re retirement on medical grounds
External Auditors	To provide information

Required Competencies:

Core:

- Good interpersonal, verbal and written communication skills
- Excellent customer service skills
- Attention to details
- Well-developed planning and organizing skills
- Ability to demonstrate a high level of professionalism and confidentiality
- Ability to plan and prioritize to meet deadlines
- Ability to work on own initiative

Technical:

- Knowledge of the Staff Orders, Public Service Regulations and the Ministry's policies, procedures and regulations governing personnel management
- Strong knowledge of the Pensions (Public Service) Regulations
- Working knowledge of personnel management and supervisory principles and practices
- Knowledge of relevant computer systems and applications
- Knowledge of salary administration practices and procedures

Minimum Required Education and Experience

- Bachelor's Degree in Human Resource Management, Public Administration, Management Studies, or related discipline in Social Science
- Three (3) years' working experience in the related field
- Training in Supervisory Management would be an asset

Authority To:

- Submit relevant document to required Ministries for requested actions to be taken
- Reviews and signs documents as authorized
- Access to confidential information/files
- Recommend disciplinary action
- Recommend vacation leave
- Approve sick and departmental leave

Specific Conditions Associated with the Job:

- Normal office environment
- Required to work beyond normal working hours to meet deadlines
- Required to hold a valid driver's license and own a reliable motor vehicle

