



Ministry of
Education & Youth

CAREER OPPORTUNITY

**SENIOR SECRETARY (OPS/SS 3) - VACANT
ACCESS TO INFORMATION UNIT**

JOB TITLE:

Reporting to the Communication/Public Education Manager, the Senior Secretary is responsible for the provision of general secretarial and administrative support to the Communication/Public Education Manager and staff, as well as any other service, which may be required for the effective and efficient operations of the Access to Information Unit.

REQUIRED EDUCATION AND EXPERIENCE

- Four (4) GCE O' Level or CSEC subject including English Language;
- Successful completion of the prescribed course of study at the Management Institute for National Development (MIND);

Or

- Graduation from an accredited school of Secretarial Studies or equivalent training/accreditation;
- Completion of the appropriate Office Professional Training Course at the Management Institute for National Development (MIND);

PLUS

- Four (4) years related work experience.

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Salary Scale: \$1,711,060.00 to \$2,301,186.00 per annum
(OPS/SS 3) Salary Scale, Band 4





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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, MAY 21, 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 RESOURCES
MANAGEMENT



CIVIL SERVICE OF JAMAICA

JOB DESCRIPTION AND SPECIFICATION

MINISTRY OF EDUCATION, SKILLS YOUTH AND INFORMATION

JOB TITLE:	Senior Secretary
JOB GRADE:	OPS/SS 3
POST NUMBER:	
DIVISION/BRANCH:	Information Division
SECTION/UNIT:	Access to Information Unit
REPORTS TO:	Communications/Public Education Manager
MANAGES:	N/A

JOB PURPOSE

Reporting to the Communication/Public Education Manager, the Senior Secretary is responsible for the provision of general secretarial and administrative support to the Communication/Public Education Manager and staff, as well as any other service, which may be required for the effective and efficient operations of the Access to Information Unit.

KEY OUTPUTS

- Letters/memoranda composed;
- Minutes/notes and Agendas prepared;
- Monthly Status Reports for the Unit coordinated and prepared;
- Minutes of meetings recorded, reproduced and follow-up activities undertaken;
- Diary/schedule of meetings and appointments maintained;
- Meetings/workshops coordinated;
- Appointments/engagements of Communication/Public Education Manager managed;

- Filing System maintained for administrative work;
- Inventory of stationery and office supplies maintained;

KEY RESPONSIBILITIES

Customer Relations

- Receives and makes telephone calls to/from the Unit and takes messages if applicable;
- Receives and screens visitors to the Access to Information Unit, ensuring that they are directed to the relevant officers/office.

Process Correspondence/Documents/Information

- Composes letters/memoranda from general instructions or using own initiative;
- Responds to routine and other correspondence as directed;
- Reproduces briefs and reports as instructed by the Communication/Public Education Manager;
- Takes dictation and reproduces notes in an accurate and presentable manner;
- Processes incoming and outgoing correspondence and distributes them in accordance with established guidelines;
- Assembles and disseminates information to internal and external personnel as requested;
- Retrieves documents/information as required by the Communication/Public Education Manager and staff within the Unit in accordance with established standards;
- Develops and maintains databases;
- Maintains inventory of stationery and other office supplies for the Unit;
- Accesses and sends email via internet.

Meetings & Functions

- Organizes meetings hosted by the Communication/Public Education Manager;

- Prepares Agendas for meetings and organises relevant materials and documents;
- Records and reproduces minutes at meetings and circulates same to relevant stakeholders in accordance with established guidelines.

Schedules and Appointments

- Maintains schedules of meetings and special appointments for the Communication/Public Education Manager, advising of matters requiring prompt attention;
- Makes travel arrangements and prepares itinerary for local and overseas business trips.

Filing

- Establishes and maintains a system for the control of confidential files;
- Files correspondence and other materials and maintain a record of movement of files/records;
- Makes photocopies and faxes to support the Communication/Public Education Manager and staff within the Unit.

Research

- Conducts research, compiles information and prepares report.

OTHER RESPONSIBILITIES

- Assists in the preparation and collation of reports;
- Prepares first draft of presentations for the Communication/Public Education Manager and other staff members as directed;
- Follow-up on directives given and requests made by the Communication/Public Education Manager;
- Performs other related duties that may from time to time be assigned.

PERFORMANCE STANDARDS

- Letters and memoranda are free of grammatical errors and are completed in accordance with standards of the Unit;
- Accuracy is consistently maintained;
- Stipulated deadlines and quality standards are consistently met;
- Engagements are accurately logged, and reminders provided to facilitate effective preparation and timely arrival;
- Preparation for meetings and functions is efficiently executed with minimum delays;
- Establishment and maintenance of system for the control of confidential files that allows for security, and speedy retrieval (files and supporting documentation easily retrieved and securely stored);
- Inventory of stationery and office supplies properly managed and maintained;
- Ministry policies, procedures and guidelines are adhered to;
- Information assembled, disseminated and communicated in a timely manner;
- Incoming/outgoing mail processed and distributed in a timely manner;
- Meetings /workshops efficiently planned, coordinated and organized;
- Relevant databases developed and maintained;
- Visitors, callers and other business contacts are treated with courtesy and their requests/questions are handled in a timely manner;
- Confidentiality, courtesy, professionalism and tact are displayed in the conduct of duties.

INTERNAL AND EXTERNAL CONTACTS REQUIRED FOR THE

ACHIEVEMENT OF THE POSITION'S OBJECTIVES

Internal

Contact (Title)	Purpose of Communication
Director, Access to Information Unit	Receive guidance and directives; Provide feedback and support.
Communication/Public Education Manager	Receive guidance, directives and work assignments; Provide feedback and support.
Managers/Supervisors/Staff	Obtain/Share information.
Staff in Unit	Obtain/Share information.

External

Contact (Title)	Purpose of Communication
Ministries, Departments and Agencies	Obtain/Share information
C.E.O and Senior Officers of Department/Agencies and Staff	Obtain/Share information

REQUIRED COMPETENCIES

Core

- Integrity and Confidentiality;
- Excellent command of the English language;
- Good oral and written communication skills;
- Excellent time management (planning and organizing) skills;
- Excellent inter-personal and customer relations skills;
- Sound judgment and initiative (ability to work on own initiative and under pressure).

Technical

- Proficient in the use of computer and software applications, including Microsoft Office Suite (Word, Excel, PowerPoint, Teams);
- Strong research, analytical and problem-solving skills;
- Knowledge of Access to Information Act;
 - Knowledge of record-keeping and records/file management techniques;
 - Knowledge of office practices and procedures;
- Knowledge of the operations of the Public Service and the Ministry's functions, policies and procedures.

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- CXC or GCE ‘O’ Level English Language;
- Successful completion of the prescribed course of study at the Management Institute for National Development (MIND);
- Proficiency in typewriting at a speed of fifty to fifty-five (50-55) words-per-minute (wpm) and shorthand at a speed of one hundred to one-hundred and twenty (100-120) words-per-minute (wpm);
- Four to five (4-5) years of general office experience.

OR

- CXC or GCE O’Level English Language;
- Graduation from an accredited school of Secretarial Studies or equivalent training/accreditation;
- Completion of the appropriate Office Professional Training Course at the Management Institute for National Development (MIND);
- Training in the use of various computer software applications (e.g. Microsoft Office Suite);
- Proficiency in typewriting at a speed of fifty to fifty-five (50-55) words-per-minute (wpm) and shorthand at a speed of one hundred to one-hundred and twenty (100-120) words-per-minute (wpm);
- At least four (4) years of general office experience;

OR

- CXC or GCE O’Level English Language;
- Successful completion of the Certified Professional Secretary course;
- Proficiency in typewriting at a speed of fifty to fifty-five (50-55) words-per-minute (wpm) and shorthand at a speed of one-hundred to one-hundred and twenty (100-120) words-per-minute (wpm);
- Training in the use of various computer software applications (e.g. Microsoft Office Suite);
- At least four (4) years of general office experience.

SPECIAL CONDITIONS ASSOCIATED WITH JOB

- Normal office conditions;
- May be required to work outside of normal work hours.

Date of Issue/Update	Job Holder	Job Holder's Supervisor
January 21, 2016 Updated September 2024		