

MINISTRY OF EDUCATION & YOUTH
NATIONAL PARENTING COMMISSION
JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Administrative Assistant
JOB GRADE:	(to be determined)
POST NUMBER:	
DIVISION:	Chief Executive Office
SECTION:	
REPORTS TO:	Director, Corporate Services
MANAGES:	N/A

This document 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.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/revised

Job Purpose

Under the direction of the Director, Corporate Services, the Administrative Assistant is responsible for providing proactive administrative and clerical support to the Director in facilitating the efficient and effective coordination and delivery of corporate services and the achievement of the goals and objectives of the Division, while ensuring tact, diplomacy, discretion, professionalism and timeliness, in the performance of responsibilities.

Key Outputs:

- Calendar/schedules created/maintained
- Travel plans/itineraries/meetings coordinated/arranged
- Meetings coordinated/managed
- Correspondence/documents/ presentations composed/prepared/processed/dispatched/followed-up
- Diction taken/transcribed
- Visitors/phone calls received/screened/responded to
- External requests for information processed/provided
- Record-keeping and administrative systems established/maintained

Key Responsibility Areas:

Technical / Professional Responsibilities

- Provides proactive administrative support to the Director, Corporate Services in ensuring the efficient and effective coordination of activities and the achievement of the goals and objectives of the Division by:
 - managing the Director's calendar and schedules and providing regular updates;
 - arranging travel plans and itineraries;
 - coordinating Divisional Team meetings, conferences and other events;
 - preparing agendas and packages for meetings;
 - reviewing and editing reports.
- Provides secretarial support to the Director, including:
 - taking and transcribing dictation and taking and reproducing minutes of meetings;
 - processing incoming and outgoing correspondence
 - responding to routine enquiries

- composing and preparing correspondence, memoranda, and other documents and presentations.
- Acts as chief liaison between the Director's Office, staff and the public;
- Researches, compiles and prepares confidential and sensitive reports and briefs as assigned by the Director;
- Researches and assists with the preparation of policies and procedures for the Division;
- Prioritizes and follows-up on issues and concerns addressed to the Director and refers and/or responds as appropriate;
- Maintains awareness of the Commission's operating environment, including issues and concerns and briefs and updates the Director accordingly.
- Receives and screens visitors to the Director's Office, provides information or access, refer to appropriate staff, takes messages and/or other action, as deemed appropriate.
- Receives and screens incoming calls, refers to the Director or appropriate staff, or provide information as appropriate.
- Acts as coordinator for special projects at the request of the Director;
- Ensures security guidelines are strictly observed so as to safeguard the confidentiality of documents;
- Demonstrates professionalism, credibility and integrity in the performance of functions so as to enhance and maintain a positive and credible image of the Division.
- Establishes and maintains confidential files and records management systems, electronic and hard copy, in accordance with established policies and regulatory guidelines, to ensure the efficient and effective delivery of services, confidentiality, easy retrieval, safe custody and an audit trail;
- Establishes, maintains and updates a library of journals, magazines and other relevant material;
- Participates in the revision, development and dissemination of policies, procedures and regulations;
- Maintains knowledge of the Commission's systems, policies, procedures and practices so as to be able to respond appropriately to enquiries, complaints or issues and ensure compliance;
- Performs secretarial functions for the senior staff of the Division as assigned.

Other

- Required to perform other related responsibilities that may be assigned from time to time.

Performance Standards:

- Calendars, schedules, itineraries are efficiently coordinated and maintained and the Director updated in

a timely manner.

- Reports, correspondence, agendas, and other documents are prepared in an efficient and timely manner;
- Meetings and events are efficiently and effectively coordinated so as to ensure the achievement of plan objectives;
- Minutes of meetings and dictation transcribed are accurate and prepared and circulated/submitted in a timely manner.
- Tact, sensitivity, diplomacy, discretion and professionalism is exercised in the screening of calls and visitors, giving out of information, and dealing with people.
- Confidentiality of information and communication, oral and written, is maintained at all times
- Priorities are determined and tasks scheduled to meet deadlines;
- Research conducted and reports prepared are thorough and conclusions sound;
- The Director is updated in a timely manner on the status of issues, assignments and matters requiring urgent attention.
- 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

Internal and External Contacts (specify purpose of significant contacts:

Contacts Internal to the organisation:

Contact (Title)	Purpose of Communication
NPSC Staff (HO, Regional)	Re provision of information and arrangements for meetings, conferences, seminars, etc.
Executive/Senior Management	Re provision of information and arrangements for meetings
NPSC Board Members	Re provision of information and arrangements for meetings, conferences, seminars, etc.

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

Contact (Title)	Purpose of Communication
Ministry of Education & Youth	To provide information and for consultation
Donor Agencies & Stakeholders; Public	Collaboration and to provide information

Required Competencies:

Core

- Excellent verbal and written communication skills
- Excellent planning, organizing, and time management skills
- Well-developed interpersonal skills
- Ability to maintain confidentiality and integrity in matters of a sensitive nature
- Ability to exercise professionalism, tact, sensitivity and discretion in dealing with people
- Ability to determine priorities and schedule and structure tasks in order to meet deadlines
- Ability to work independently without close supervision
- High level of stress tolerance
- Attention to detail

Technical

- In-depth knowledge of National Parenting Support Commission Act, 2012; National Parenting Policy; Jamaica Child Care and Protection Act, 2004
- Knowledge of office management and secretarial procedures and practices
- Knowledge of the organization and maintenance of filing systems
- Ability to review several diverse reference sources, select and synthesize data for reports and other forms of correspondence
- Ability to create presentations, charts, graphs, databases, and spreadsheets
- Ability to compose routine correspondence and reports
- Proficiency in the use of MS Office software applications including spreadsheets, word processing, presentations and database management

Minimum Required Education and Experience

- Bachelor's Degree in Administrative Management, Public Administration
- OR**
- Certified Professional Secretary (CPS) designation, **with**
 - Typing speed of 55 w.p.m
 - Five (5) years of proven experience in an administrative or secretarial capacity

Authority to:

- Access confidential information
- Accord priority status to incoming correspondence which require urgent action
- Exercise discretion in the screening of calls and visitors
- Respond to queries and offer advice and direction in the absence of the Director

Specific Conditions associated with the job:

- May be required to work beyond and outside normal working hours in meeting deadlines or in providing support services to meetings and events.

Validation of Job Description

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